

Employee Assistance Program (EAP)

Provide the support your school district needs to thrive



You can offer programs and support to help educators resolve issues they may be facing. We tailor solutions to the unique needs of K-12 employees so they and their families can get specialized support from:

- Designated customer support teams who are well versed on the K-12 culture
- K-12-focused seminar series, with the option to customize imagery, language and narratives
- Relevant on-demand online resources
- Optional increased in-service hours for Critical Incident Stress Management and training seminars

Our EAP solution¹ covers:

- No-cost counseling sessions, either online or in person
- A 30-minute legal consultation
- A 30-minute financial services consultation
- Parenting, caregiving and pet care resources
- 24/7 crisis support for employees

Resources to support your administrators and HR professionals

- **Management consultation** – 24/7 access to an expert team of consultants for advice on common situations HR and managers face, such as handling employee performance issues, addressing sensitive topics, navigating change and self-care
- **Crisis intervention** – Direct access to clinical consultation on effective ways to help for administrators and HR
- **Management referrals** – Managers and HR can choose to include an informal or formal management referral as part of an employee performance improvement plan
- **EAP seminars and management training** – Onsite and virtual seminars covering more than 180 topics, from targeting workplace concerns to helping managers increase their resilience
- **EAP webcasts** – Live and on-demand EAP webcasts on relevant topics for managers and HR, including managing workplace conflict and returning to school post-COVID-19



\$1.28 PEPM (Per Employee Per Month) reduction in out-of-network cost for Cigna HealthcareSM

Total Behavioral Health clients with full EAP²

97% overall customer satisfaction with Cigna Healthcare EAP³

96% of customers were better able to manage stress after using EAP³





Resources to support your school district

- **Critical Incident Stress Management services** – Timely onsite or virtual interventions can help impacted employees recover from traumatic events, including the death of a coworker, acts of violence or natural disasters
- **Disaster Resource Center** – Dedicated resources on **Cigna.com**® provide general and state-specific resources for organizations, schools and employees dealing with natural disasters and acts of violence
- **EAP webcasts** – A portal with live webcasts and on-demand archives on a range of relevant topics for your diverse organization
- **EAP microsite for managers and client organizations** – Provides consultation and management referrals and resources for critical incidents, disaster response and wellness support
- **Wellness and integration activities** – Onsite or virtual seminars covering more than 180 topics, from targeting workplace concerns to increasing resilience
- **Promotional campaigns** – Resources including brochures, emails, flyers, videos and manager guides
- **Online quarterly EAP reports** – Utilization reporting that compares to prior years and industry norms and includes presenting issue profiles and demographics
- **Account management** – Expert support for best practices, account service needs, program promotion and reporting
- **Annual bank of employer service hours** – This includes program fees to cover Critical Incident Stress Management services, wellness seminars, wellness events and more



Reach out to your Cigna Healthcare representative to see how an EAP can help your employees and your school district thrive.



1. Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.

2. Value of EAP & CTBH Integration Study, Cigna Healthcare Behavioral Health Insights, 2020. Most recent study available.

3. 2023 Cigna Healthcare Satisfaction Surveys, Employee Assistance Program Evaluation, 2024. Results are gathered throughout the year on a statistically significant sample of national and regional clients who utilized EAP services within that year. Results may vary.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

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