



# Cook County EAP Overview

# Common reasons **EMPLOYEES** use EAP services

*#TheJugglesReal*

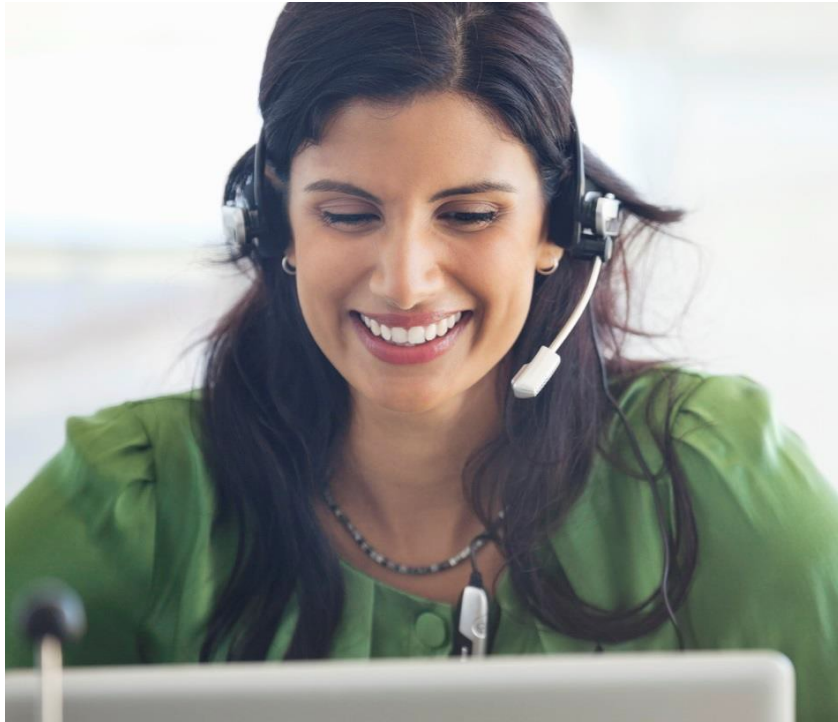


- ✓ Resolve work conflict
- ✓ Enrich relationships
- ✓ Build coping skills
- ✓ Improve sleep
- ✓ Boost emotional health
- ✓ Support a healthy lifestyle
- ✓ Build a support system
- ✓ Enhance problem-solving skills
- ✓ Cope with grief and loss
- ✓ Address depression
- ✓ Better balance Work and Life
- ✓ Improve communications
- ✓ Seek help for mild alcohol/substance use
- ✓ Further develop parenting skills
- ✓ Secure child or elder care resources
- ✓ Tackle Financial and/or Legal issues

# Cook County Government EAP Overview



- Call **1-800-327-5048** where EAP clinicians are available 24/7/365 or go online to [magellanascend.com](http://magellanascend.com). All calls are answered by an EAP clinician.
  - Please note, clinicians will be asking members to confirm what Cook County Division/Office they work in for reporting purposes on overall utilization for groups >100 to ensure confidentiality.
- **Who is eligible?** All employees Cook County employees, household members, dependents
- **Available services:**
  - ✓ Goal oriented telephonic coaching
  - ✓ Counseling (up to 3 sessions per member, per issue, per year--expanding to 5 effective 12/1/21)
  - ✓ MagellanAscend Member website
  - ✓ Digital Support Tools—enhancement coming in 2022



Messaging

Chat

Phone

Video

## All calls answered by clinicians

- Average 12 years of experience
- Caring, holistic approach to consultation and risk assessment

## Traditional therapy

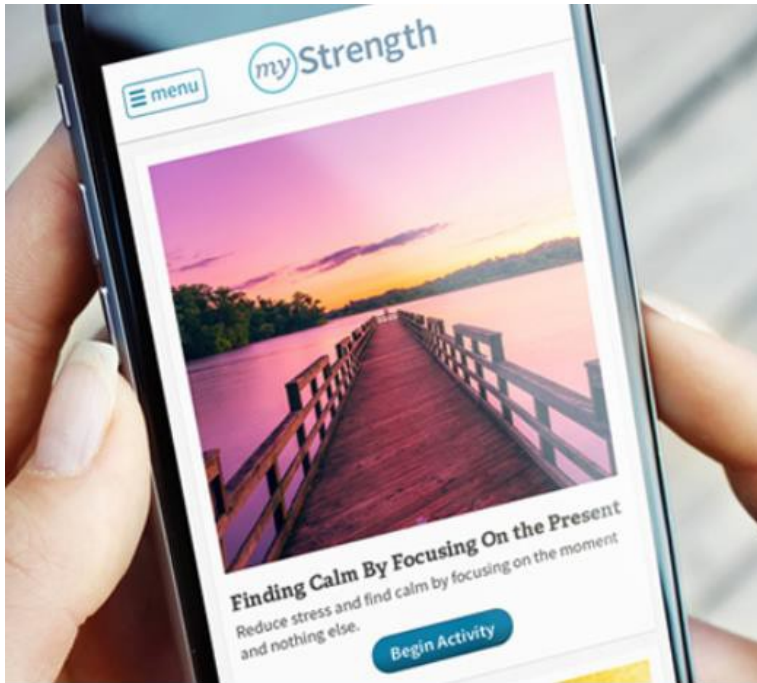
- 144,149 providers and growing. Many offer telehealth
- All are licensed, vetted and held to Magellan quality standards

## Virtual therapy

- 13,500+ providers
- 24 hours – typical timeframe for engaging with a counselor
- Members complete a questionnaire to be matched to a provider that meets their unique needs

# Self-care programs

## *Digital well-being for full spectrum mental health*



**Leading-edge technology offers depth and breadth to build resiliency, manage stress, improve mood, sleep better or simply find daily inspiration.**

- Interactive, self-paced programs matched to individual preferences
- Access to expert coaches for direction and assistance
- Self-monitoring to track mood, sleep, stress and goals
- In-the-moment tools for coping with daily situations
- 13 core focus areas, 30+ life topics and over 1,600 activities to help individuals live their best lives

# Your life dashboard – [www.MagellanAscend.com](http://www.MagellanAscend.com)



Call today 800-999-0000

XYZ company | My Life Resources

HOME EXPLORE WHAT'S TRENDING APP STORE

your life's journey, made easier

COMPLETE YOUR PROFILE

Are you an employee or family member?

Select answer...

Save Skip

You're 40% complete

**EXPLORE**

Coaching Counseling CCBT Discounts

Legal & Financial Manager Support Well-being Programs Work/Life Guidance

**WHAT'S TRENDING**

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Live Chat

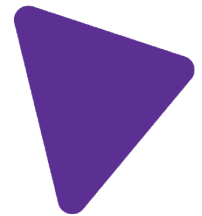


# LifeMart discounts

Members save money on big ticket purchases and everyday needs:

- Child Care
  - Education
  - Senior Care
  - Fitness Clubs
  - Diet Plans
  - Furniture & Appliances
  - Car Buying
  - Automotive Services
  - Credit & Legal
  - Travel
  - Car Rentals
  - Hotels
  - Computers
  - Cell Phones
  - Theme Park Tickets
  - Movie Tickets
  - Apparel
  - Flowers & Gifts
  - Restaurants
  - Nationwide Local Deals
  - Grocery Coupons
  - And More!
- 

# Trainings and Communications

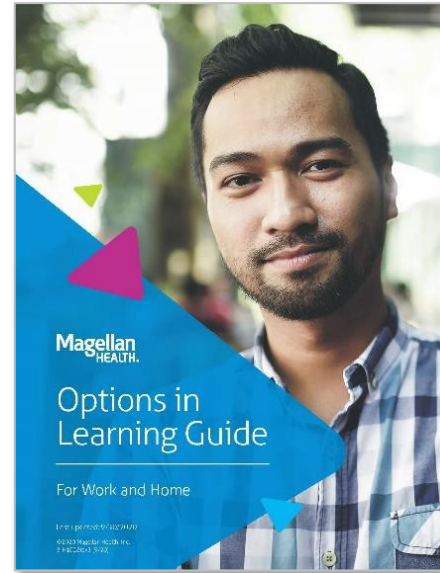


**Magellan**  
HEALTHCARE<sup>SM</sup>



# Employee Engagement *Training Services*

- **16 new** webinars every year
- Topics such as: navigating uncertain times, emotional well-being, healthy living, home and family, leadership, working well



***97% average satisfaction rate*** for live webinars

- Monthly for employees
- Quarterly for managers
- Ad hoc for timely topics, i.e., COVID-19, Community Unrest

*Questions?*

