

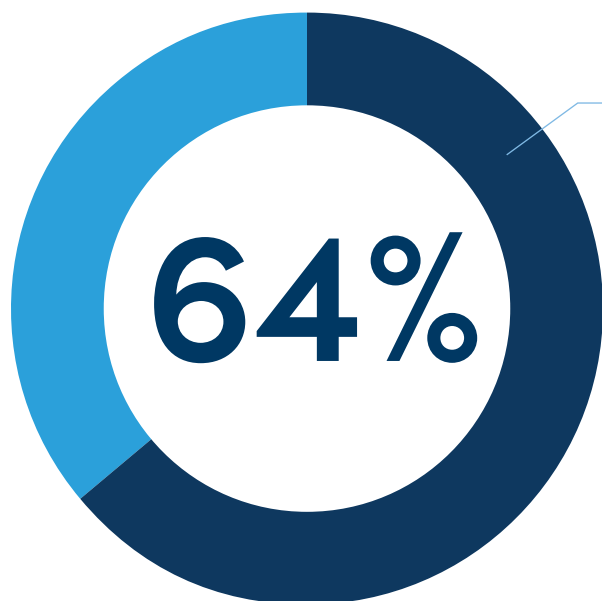
Manager Guide for the Employee Assistance Program



Mental health support for
individuals and organizations.

About this guide

As a manager, you face unique challenges every day, but challenges can bring feelings of immense responsibility and intense stress. You're not alone.



64% of leaders report experiencing anxiety, stress, and depression.

Support for you and your team

The Employee Assistance Program (EAP) powered by Spring Health is available to your employees and their dependents ages 6 years and older.

With the EAP, you and your fellow managers and employees can make meaningful progress toward greater well-being. And when you feel better, you can more effectively advise your team.

This guide outlines how the EAP can help you care for your own mental health, recognize when individuals may be struggling, connect with resources to steer you and your team through difficult circumstances, and respond to critical incidents.

Benefit eligibility

The EAP is available at no additional cost to your employees and their dependents.

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Accessing EAP resources

Individual support

To register, visit https://care.springhealth.com/sign_in

Here employees can activate their account, schedule appointments, and get support at their convenience. They can also invite an eligible household member to use the EAP by sending them an invite with a unique link to access the program.



For individual support, call Spring Health at 1-844-931-4465. They're available for:

- Benefit questions or scheduling support, Monday–Friday, 8 a.m. – 11 p.m.
- Individual crisis support from a licensed clinician, 24/7.
- Support in Spanish.

Team support

Call 1-844-931-4465.

- Management consultations available Monday–Friday, 8 a.m.–8 p.m. EST.
- Critical incident response available 24/7.

To submit a critical incident request or a manager consultation, email: managersupport@springhealth.com

These services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Privacy notice

Confidentiality is our priority

Care with your EAP is private and confidential, so what you (and your colleagues) say will not be shared with your employer. We take our responsibility to protect your privacy seriously, and all services are confidential in accordance with federal and state laws.

However, in your role as manager, it's important to understand that there are some exceptions:

- When required by law, such as by court order
- When the law requires suspected child or elder abuse to be reported to the proper authorities
- Concern that an individual may harm themselves
- If an individual threatens to hurt someone
- Medical emergencies
- When an individual is gravely disabled to the point of threatening their well-being
- When an individual gives written consent (mandatory and formal referrals)
- Periodic quality assurance testing

Best practices
for supporting
employees.





Recognizing mental and emotional well-being concerns

Common mental health challenges

If you or your employees are struggling with any of the following concerns, contact Spring Health for support.

- Relationship issues
- Depression
- Anxiety
- Prolonged depression, sadness, or irritability
- Excessive fears, worries, or anxieties
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Substance use
- Prolonged negative mood
- Difficulty focusing at work

Signs an individual may be struggling

Below are some of the common signs an individual may be dealing with challenges that impact their mental health. If you notice any of these behaviors, read the next few pages for tips on how to talk about the EAP and information about how the Management Consultation Team can help you address concerns.

- Change in performance
- Increase in workplace conflicts
- Significant change in personality (social withdrawal or conflict)
- Increased conversations about problems
- Notable change in hygiene
- Difficulty concentrating, missing deadlines or deliverables
- Untidy dress or workspace
- Regular tardiness or absence
- Impatience, irritability, or anger

Talking to employees about mental and emotional well-being

Listen and learn

As a manager, it's not your job to fix the problem your employee is struggling with, but it is your responsibility to listen and refer them to the EAP, as needed.

Here are some listening best practices:

- Aim to limit your speaking to 20% or less.
- If your employee doesn't want to talk, don't force them. Let them know you're there if they need you and ask for permission to check in again at a later time.
- Be prepared to sit in silence.

Use the ALEC framework

Managers can use the steps below to have a productive conversation with employees who may be struggling. Using the EAP as a resource will help you prepare and guide the conversation.

Ask: Help them open up by asking open-ended questions, like, "Is anything troubling you?" Mention specific things that have made you concerned, like, "You seem less chatty than usual. Are you okay?"

Listen: If they need time to think, sit patiently with silence. Encourage them to open up by asking questions, like, "How are you feeling about that?" or, "How long have you felt this way?" Show that you've listened by repeating back what you've heard and ask if you've understood them correctly.

Encourage action: Encourage them to think about what they might do to help the situation. Ask questions, like, "What have you done in the past to manage similar situations?" or, "What's something you could do for yourself right now that's enjoyable or relaxing?" Let them know that a Spring Health Care Navigator can connect them to the right resources to support them.

Check in: Ask if it would be okay and let them know you will check back in on a specific day to see how they're doing.

Supporting employees after job loss

Whether job loss is a result of workforce reduction or termination, it's critical to have a plan in place to support all individuals impacted by the event.

Have a clear communication plan

Having prepared talking points helps reduce uncertainty and minimizes misinformation. Be sure to have supporting documentation and resources readily available.

Set the tone for the conversation

- Meet with the individual impacted in a safe, private space to share the information.
- Sit eye level with the individual to help convey empathy and connection.
- Reaffirm your care for the individual's well-being.
- Allow the individual to share how they feel and acknowledge their feelings.

Know what resources are available to you and your team

- Management consultation support from Spring Health may be helpful when you're concerned that an individual may react to the news with harm to self or others. And when you would like support around the best practices to navigate the situation, Spring Health is there.
- Spring Health crisis support can be a helpful resource.

Schedule time for self-care following the conversation

- Block time on your calendar to process the conversation.
- Attune to your own physical and emotional needs.

Make a plan for moving forward

- Spend time identifying individual needs, concerns, and motivators.
- Focus on wellness by prioritizing and modeling self-care.
- Boost morale by creating a safe, relaxed, and connected atmosphere. (Team wellness challenges, team walk and talks, team gratitude check-ins, etc.)
- Set firm work-life boundaries like a hard stop at end of day.
- Maintain open, clear, ongoing communication.
- Create reasonable expectations and work assignments. Be flexible as appropriate.
- Regularly check in on remaining employees to see how they are handling the change and new responsibilities, and let them know how much they're valued.

Learn and grow with Sage by Spring Health*

Clinician-led courses to help you approach your workday with confidence.

Sage by Spring Health can help you confidently and productively approach every day at work. Each on-demand course is led by one of our engaging clinicians, offering practical tips and tools to help you manage challenging situations and emotions. Sage can be accessed through your Spring Health account.



Burnout Prevention for Managers

Online Course

Enroll



Emotional Hygiene

Online Course

Enroll



Reducing Roadblocks to Stress Management

Online Course

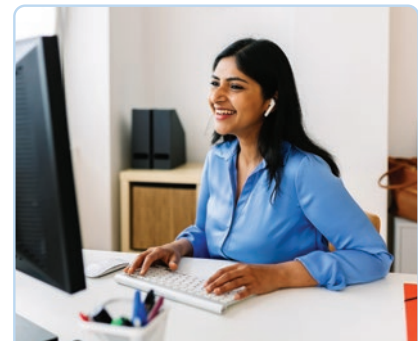
Enroll



Psychological Safety for Managers

Online Course

Enroll



Making Your Workplace Work for You HR

Online Course

Enroll



* Sage by Spring Health is a self-paced e-learning curriculum inclusive of videos, full courses, resource flyers and certifications.

Management
consultation
services.

The background is a solid blue color. Scattered across the lower half of the page are several semi-transparent blue circles of various sizes, creating a modern, abstract design.



Management consultation services

Elevated support for managers and teams

Spring Health's Management Consultation team is composed of licensed mental health clinicians with specialized training in organizational dynamics. They have experience navigating the complexities of mental health concerns and substance use in the workplace. The team compassionately understands needs, seeks clarity, and provides guidance and support to managers and HR professionals.

Services offered:

- **General consult:** Managers receive support navigating individual and team workplace issues.
- **Informal referral:** A manager refers an employee to counseling. The employee's interaction with Management Consultants is not reported back to HR or the manager.
- **Formal referral:** A manager makes a voluntary, but highly encouraged referral of an employee to counseling. Updates regarding employee participation are shared back with the employer only if employee signs a release of information.
- **Mandatory referral:** Any referral in which an employee's continued employment is dependent on successful completion of the referral. Updates regarding employee participation are shared back with the employer.
 - **Standard:** Any document indicating that continued employment is dependent on receiving services results in a mandatory referral.
 - **Fitness-for-duty referral; FFD with violence screen:** A provider performs a mental health evaluation and assesses for risk of suicide and harm to others. They'll provide feedback to let you know if an employee can safely perform essential job functions.
 - **Substance abuse professional (SAP):** Any employee who works within a safety-sensitive position and tests positive for drugs and/or alcohol is required to meet with a SAP-qualified mental health professional. They'll evaluate the employee to determine recommended treatments and next steps.

Note: Mandatory referral services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Management consultation: General consult

General consult provides support and guidance for topics like navigating a crisis in the workplace, promoting individual and organizational resilience after a crisis, suspected substance use or mental health concerns, workplace stress, change in management, and promoting high performance on teams. These consultations may be completed in one encounter or may involve follow-up coordination and activities.

General consult topics can include:

- Reducing workforce absenteeism
- Employee termination
- Death of a colleague
- Workplace conflict
- Suspected substance abuse
- Supporting workforce change events

Management consultation: Informal referral

An informal referral is when a manager calls the Spring Health Management Consultation Team for guidance on supporting an employee who is struggling with their health, wellness, and/or work performance. The Management Consultation team gives advice on how the manager can support that employee. This may include providing the manager with talking points and resources to help the employee connect to Spring Health. Informal referrals are just that – there's no reporting back to HR or the manager regarding participation.

Management consultation: Formal referral

A formal referral is a voluntary, but highly encouraged, referral of an employee to counseling by their manager. The purpose of the referral is to provide mental health support to help the employee in meeting performance expectations.

Best practice is to use a formal referral in accordance with company policy and before the performance concern rises to the level of a fitness-for-duty concern. A formal referral is not a disciplinary measure. It's often if mental health concerns could be impacting the employee's work and before considering performance sanctions.

If you're unsure whether mental health concerns may be an issue, a Spring Health Management Consultant can help make that determination. Any employment disciplinary steps or consequences should be applied based on meeting company conduct and performance standards, not when using Spring Health's mental health support.

To initiate a formal referral, or for a consultation to determine if a referral is appropriate, contact the Management Consultation Team. A Management Consultant can help you identify best practices for explaining your concerns to the employee and, if necessary, referring the employee to Spring Health.

If the employer needs to track care, then a general mandatory referral should be created. The member must agree to release information about care delivered. Once you have the Spring Health referral conversation with the employee, notify your HR partner.

Management consultation: Standard mandatory referral

A standard mandatory referral consists of any referral in which an employee's continued employment is dependent on successful completion of the EAP referral. A mandatory referral requires the employee to complete a release of information to allow for the Management Consultant to provide updates to the manager regarding employee engagement and participation. There is not a need for a fitness-for-duty evaluation or substance abuse professional referral.

Management consultation: Standard mandatory referral process

1 HR/manager contacts Spring Health to start the Management Consultant process through one of two options:

- Email: managersupport@springhealth.com
- Phone: 1-844-931-4465

2 Management Consultant compassionately understands need, explains mandatory referral process, and gathers information.

3 **Management Consultant contacts employee:**

- Compassionately completes initial consultation, including process overview and risk assessment
- Offers solution-focused support
- Provides step-by-step directions to access the EAP benefits
- Obtains written release of information

4 Management Consultant follows up with employee per protocol:

- Imminent risk identified: immediate emergency response
- Non-imminent risk: 24-hour follow-up
- No risk identified: 48-hour follow-up, then as needed

Management Consultant notifies HR/manager:

- After successful completion of initial consultation with employee
- Of any difficulties connecting with employee

5 Management Consultant facilitates scheduling of initial appointment with qualified Spring Health provider.

After completed initial appointment, Management Consultant receives anticipated treatment completion date and informs HR/manager.

6 Management Consultant will monitor treatment progress and provides updates until treatment is completed.

After employee finishes treatment, Management Consultant provides completion letter.

Management consultation: Fitness-for-duty mandatory referral

Fitness-for-duty (FFD) referral; FFD with violence screen (FFD-VS) referral:

Mental health evaluation where a provider (psychologist, psychiatrist, or neuropsychologist) conducts an assessment to gauge employee's ability to safely perform essential job functions. They also evaluate risks like suicide, homicide, and poor performance/symptoms.

Both of the following conditions need to be met in order to request a FFD:

1. There's a performance issue that raises a concern about the employee's ability to complete essential job functions.
2. There's reason to believe that the performance issue is related to a diagnosable and impairing medical condition.

Best practice is to request an FFD if:

- The two conditions above are met.
- In accordance with company policy.
- The employee's performance issues have risen to the level that continued employment may be contingent on the findings of the FFD.

Items for consideration:

- If an employee is found unfit for duty, a company will use the recommendations put forth in the FFD employer report in accordance with their company policies and procedures. Some company policies may indicate that action is taken after the initial FFD report is completed. Other companies may choose to require an employee to complete the recommendations as determined in the evaluation report and complete a second FFD evaluation prior to determining employment next steps.
- FFD evaluations take 15–20 business days to schedule, and then an additional five days for the report to be written and delivered. A manager may choose to initiate a formal referral at the same time that an FFD is requested. This supports the employee who may be struggling with mental health concerns by helping them get connected to care while they are waiting for the FFD.

Note: These services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Management consultation: Fitness-for-duty (FFD) mandatory referral process

1 HR/manager contacts Spring Health to start the Management Consultant process through one of two options:

- Email: managersupport@springhealth.com
- Phone: 1-844-931-4465

2 Management Consultant compassionately understands need, details FFD process, and gathers information.

Management Consultant explains what a formal referral is and how it can complement an FFD. Management Consultant clarifies if the requester would like to initiate a formal referral in addition to the FFD.

3 Management Consultant contacts employee:

- Compassionately completes consultation, including process overview and risk assessment
- Offers solution-focused support
- Provides step-by-step directions to sign up for and access the EAP benefits
- Obtains written release of information

4 Management Consultant follows up with employee per protocol:

- Imminent risk identified: immediate emergency response
- Non-imminent risk: 24-hour follow-up
- No risk identified: 48-hour follow-up, then as needed

Management Consultant notifies HR/manager:

- After successful completion of initial consultation with employee
- Of any difficulties connecting with employee

5 Management Consultant coordinates the FFD evaluation and notifies employee and HR/manager of scheduled appointment.

Management Consultant contacts employees based on risk level.

Management Consultant monitors progress and provides updates until evaluation is completed.

6 FFD evaluation report is completed within five business days of the evaluation.

Management Consultant reviews evaluation results and shares the employer report with HR/manager. They provide completion documentation needed or requested.

If treatment is required prior to return to work, Management Consultant will facilitate the mandatory referral.

Management consultation: Substance abuse professional (SAP) mandatory referral

Any employee who works within a safety-sensitive position as defined by the Department of Transportation (DOT) and tests positive for drugs and/or alcohol is required to meet with a SAP-qualified licensed mental health professional. They'll receive an evaluation to determine treatment recommendations and next steps.

As best practice, many companies choose to follow this same process for any non-DOT employees who test positive for drugs or alcohol. A federally regulated company may also choose that self-identified cases follow this process.

Note: These services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Management consultation: Substance abuse professional (SAP) mandatory referral process

1

HR/manager contacts Spring Health to start the Management Consultant process through one of two options:

- Email: managersupport@springhealth.com
- Phone: 1-844-931-4465

In speaking with the requester, the Management Consultant compassionately understands need, details SAP process, and gathers needed information.

2

The Management Consultant contacts the employee to:

- Compassionately complete initial consultation, including process overview and risk assessment
- Offers solution-focused support
- Obtains written release of information

3

The Management Consultant schedules the initial SAP evaluation within two business days. Evaluation is received within two business days of appointment.

The Management Consultant provides status updates, including any compliance concerns to the manager. Spring Health collaborates with the SAP provider on any compliance concerns.

The Management Consultant helps the employee to problem-solve regarding any potential barriers to care.

4

The SAP schedules a follow-up evaluation when they determine the requirements outlined in the initial evaluation are complete.

A follow-up SAP evaluation is sent to the Spring Health Management Consultant and the designated employee representative within two business days of appointment.

The Management Consultant reports back to HR/manager and notifies the testing vendor if appropriate.

5

The return to duty test is scheduled and completed. The Management Consultant reports back to HR/manager and notifies the testing vendor, if appropriate.

Leave of
absence.





Supporting employees with leaves of absence

Types of leaves of absence

A leave of absence (LOA) is a general term for an extended period of time when an employee is excused from their regular job duties and responsibilities. LOA can be taken for various reasons, like medical issues, personal reasons, educational pursuits, or other situations that require an extended break from work.

The leave may or may not be job-protected, paid, or unpaid, depending on the employer's policies and the circumstances. The terms and conditions of an LOA are typically negotiated between the employer and the employee.

There are three other common types of leaves:

- 1. Family and Medical Leave Act (FMLA):** FMLA is a federal law in the United States that provides eligible employees with up to 12 weeks of unpaid, job-protected leave during a 12-month period for specific family and medical reasons. These reasons include the birth or adoption of a child, a serious health condition affecting the employee or their immediate family member, or certain military-related reasons. During FMLA leave, the employer must maintain the employee's health benefits, and the employee is generally entitled to return to their position or an equivalent one after the leave.
- 2. Short-term disability (STD):** STD is an insurance benefit provided by some employers or purchased by employees that offers partial wage replacement for a limited period when an employee is unable to work due to a covered medical condition or disability. STD benefits are often used for temporary disabilities, such as recovery from surgery or an illness. The specific terms and coverage of STD benefits can vary widely depending on the employer or insurance policy.
- 3. Long-term disability (LTD):** LTD is another insurance benefit that provides wage replacement for an extended period when an employee is unable to work due to a serious, long-term medical condition or disability. LTD benefits typically become available after the expiration of short-term disability benefits and can last for several years or even until retirement age. The coverage and terms of LTD benefits also vary, but they are designed to provide financial support when an employee's disability extends beyond the short-term period.

How to support employees during and after leave

Checking in with your employee occasionally during their leave shows that you value and support them. Be sure to ask how they'd like to be contacted and how often they'd be comfortable hearing from you.

When the employee indicates that they plan to return to work soon, remind them to coordinate the transition with HR. It's important to have a conversation about how they'd like their return to be announced and respect their wishes regarding privacy.

Think about how you can give the employee a warm welcome on their first day back. Even small gestures like greeting them upon arrival, giving them a card, or arranging a lunch can make a big impact on how they feel. Schedule time for the employee to touch base with key department members on day 1 as well.

For the first few weeks, consider ways to phase the employee's return, so they can ease back into the day-to-day work. Make sure the employee meets regularly with whoever covered their responsibilities during their leave to ensure a smooth transition.

Remember that the employee's needs may be different now if they are returning from a medical or mental health leave, and work with them to adjust their schedule. You may want to check in more frequently to ensure they feel seen, supported, and set up for success in their transition back to work.

How your EAP can help

For further guidance on how to support employees planning to take a leave or returning to work, reach out to the Management Consultation Team for a General Consult.

Management Consultants do not handle the processing or facilitation of LOA. However, if an employee is currently on or planning to initiate a leave due to mental health-related matters, Spring Health can help them secure the appropriate level of care and submit the required paperwork.

The employee will need to activate their Spring Health account and speak with their Care Navigator or the Care Team to discuss their needs. Prior to their first appointment, they can visit Paperwork requests to upload the required paperwork and fax number details. The Care Team will then coordinate with their provider.

Note: These services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Crisis support services.





Responding to an employee in crisis

At times, you may become aware of more significant personal issues, like an employee making statements indicating potential of harm to themselves or others. You should immediately consult with your HR representative to obtain guidance about company policies, while ensuring that any immediate safety issues are addressed.

Important: Call local emergency services if anyone appears to be in immediate danger or follow standard security and emergency protocols.

Tips for addressing an employee in crisis:

1. Express care for the individual and attempt to gather more details in order to identify the urgency of the situation. You may assess:
 - Is the employee vague (talking about “giving up”) or are they stating a specific plan to kill themselves or harm someone else?
 - Can current safety in the moment be determined? Does the employee have any access to weapons? Asking questions can be uncomfortable but important when understanding possible immediate risk present.
 - Let the employee know that you care and want to help.
2. Connect the employee to the appropriate resources depending on crisis needs. Use the following pages to help determine which resources are most appropriate given the situation. You can choose from three different support options.

Spring Health 24/7 crisis support:

Licensed clinicians who provide immediate, confidential crisis support to individuals.

Spring Health Management Consultation team:

Licensed clinicians who provide guidance and support to HR and managers.

Local emergency services:

Initiate company internal crisis procedures like calling local emergency services, etc.

Crisis support quick reference guide

Spring Health 24/7 crisis support

Our licensed clinicians provide immediate, confidential crisis support to individuals.
Call 1-844-931-4465, 24/7.

When to contact:

- Employee has mentioned thoughts of self-harm but has no plan in place to harm themself.
- Employee exhibits impulsive or reckless behaviors, but there is no immediate safety risk.

When connecting an employee to crisis support, it's best practice for the employee to call the number themselves. If an employee is hesitant to reach out directly, you as a manager may call with them on the line, and then exit the call once the employee is connected to a licensed therapist.

Spring Health Management Consultation Team

Licensed clinicians who provide guidance and support to HR/managers are available Monday–Friday, 8 a.m.–8 p.m. ET. Call 1-844-931-4465 or submit this form.

When to contact:

- Suspected substance abuse or misuse.
- Individual is unable to care for self, and manager would like guidance on how to support.
- Employee is seemingly out of touch with reality (hearing voices, seeing hallucinations, expressing paranoid thoughts) and manager would like support on how to respond.
- Employee exhibits impulsive or reckless behaviors, but there is no immediate safety risk, and manager would like support.
- Concerns regarding employee response to an upcoming termination.

Local emergency services

Initiate company internal crisis procedures like calling local emergency services, etc.

When to contact:

- Serious medical problem needing immediate attention.
- Individual has harmed themselves or others.
- Serious property damage.
- Significant fear for the immediate safety of self or others.
- Any potentially life-threatening situation to include: fighting, person with weapons, person making threats to self with access to harmful materials.
- Crime in progress.

Critical incident response (CIR)

What is a CIR?

Critical incidents are stressful or traumatic events that can impact a workplace and its employees in a variety of ways. Examples include a death of an employee, natural disasters, workplace accidents, downsizing of a company, or any event or situation that may result in physical or psychological harm.

How does Spring Health respond?

A CIR may include virtual or in-person response, as well as one-on-one and group response. Responders work with employees to help build resilience and recovery, facilitate understanding, and promote hope. They also ensure employees have ongoing support through Spring Health as needed.

The process starts with a management consultation with a CIR coordinator to:

- Understand the nature and scope of the event.
- Assess specific worksite or population needs.
- Design the right response for your needs.

Best practices to consider when designing your response:

- In the immediate aftermath of a tragedy, people often experience shock and denial and are not ready to process the event the same day it occurs.
- Proximity increases intensity. Consider conducting one response for employees who were most directly impacted and a separate response for others.
- Scheduling one response for leaders and a separate response for front line staff may allow front line staff to be more open with their experiences.

Note: These services could come with an additional charge to your organization. Please consult with your organization as needed before requesting services.

Critical incident response (CIR): What to expect

1 HR/manager calls 1- 844-931-4465.

2 Manager collaborates with the CIR coordinator to design the response, including if the response will be virtual or in person.

Coordinator provides relevant crisis support materials from rapid response resource library.

3 **Responder provides status updates to the requesting manager:**

- Every 30 minutes for immediate (response within 2 hours of request) and same-day (response within 2–24 hours of request) responses.
- Every 2–3 hours for standard (response scheduled at least 24 hours after initial request) responses.

4 Responder reaches out to the on-site contact via phone to review goals for the response and group culture, etc.

5 Responder conducts the critical incident response.

6 Summary of events provided to HR/manager and Spring Health Account Management Team.

Satisfaction survey sent via email to HR/manager.

CIR available 24/7

Spring Health Management Consultants coordinate CIR from 8 a.m.–8 p.m. ET. After-hours requests are handled by Spring Health partners.

Critical incident response information

Your CIR coordinator will ask for the following information to help design the appropriate response for your needs:

- What circumstances happened that led to your request for critical incident support?
- When did the incident occur?
- How many employees were involved in the incident?
- How many employees work at that location?
- How have the employees responded to the incident?
- How has leadership responded to the incident?
- How many people are likely to attend?
- What is the contact information for the requester?
- What is the contact information for the on-site point of contact?
- What are the preferred response logistics?
- Response date.
- Start/end time.
- Time zone.
- Location.
- Event type (in person or virtual).
- Language.
- Parking description.
- Security measures: Is a license or passport photo needed for purposes of security clearance?

We're here to support you.

Questions? Contact HR or Spring Health.



Because Life.™

The EAP is offered by your health plan and powered by Spring Health. Spring Health is an independent company that provides mental health care services through its agents. Spring Health is solely responsible for their mental health care services.

Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association:

Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, or First Priority Life. **Your plan may not cover all your health care expenses. Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.**

Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield. **Visit <https://www.highmarkbcbswv.com/networkaccessplan> to view the Access Plan required by the Health Benefit Plan Network Access and Adequacy Act. You may also request a copy by contacting us at the number on the back of your ID card.**

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All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。

请拨打您的身份证背面的号码（TTY：711）。