

- 7. Managing Depression
- 8. Alcohol and Drugs
- 9. Others

• Information Brochures and health and well-being articles

**Availability of Resources** – INSPIRA has internal resources available in the different areas of specialization to support the employer in offering the EAP services to the employees. This helps to keep services at a reasonable cost.

**For further information on Quickhelp or our service provider INSPIRA, contact your Sales Representative at Triple-S Salud**

<sup>2</sup>Services are rendered at INSPIRA facilities (Hostos, Auxilio Mutuo, Caguas and Bayamón) and through the network of providers throughout the island. Treatment includes ambulatory services only. It does not include regular or partial hospitalization for substance abuse treatment. Costs for additional services outside the basic package vary in accordance with what was individually negotiated with each employer.

**Quickhelp is a Triple-S Salud product managed by Inspira Mental Health Inc., an independent contractor that offers emotional and mental health services to the members.**

## Triple-S Salud

**Telexpreso**  
**(787) 774-6060**

**Arecibo**  
**(787) 879-4776**

**Caguas**  
**(787) 258-6413**

**Mayagüez**  
**(787) 833-4933**

**Ponce**  
**(787) 843-2585**  
**(787) 843-2055**



# QUICKHELP

Provided by INSPIRA

Personal counseling of the Employee Assistance Program



An Independent Licensee of the BlueCross BlueShield Association

## Quickhelp Direct Support Personal Counseling to help Employees

### When an employee goes to you looking for help, the answer is Quickhelp.

Quickhelp is a tool that improves efficiency in your workplace by helping employees whose work performance is being affected by emotional, behavioral, mental or health problems. Quickhelp is an Employee Assistance Program (EAP) that Triple-S Salud offers through INSPIRA. Our program offers an ample variety of services to the employer as well as the employees at affordable fees. Quickhelp, administered by INSPIRA, offers confidential in the following areas:

**Direct Clinical Services** – appointments for evaluation, support, orientation, counseling and psychological therapy for the employee and his family to manage personal problems such as emotional conditions, interpersonal conflicts, marital or family difficulties, problems of use and abuse of drugs and alcohol, loss of dear ones, labor tension or stress, among others. These services are rendered by mental health professionals with a license in Puerto Rico: Clinical psychologists, psychiatrists, social workers and counselors in addiction (some specialized in services for children and adolescents). Services of initial evaluations and treatment are available seven days a week.

**Family Counseling** – for the management of difficulties in the psychological and emotional development of pre-adolescent and adolescent children of the beneficiaries to help them improve their social behavior and achieve excellent academic performance. This includes collaboration with teachers, interpretation of psychological tests, resolution of school and academic problems, improvement of communication skills, and responsible sexuality.

**Promotion of Health and Prevention** – orientation to lessen conflicts and stressors that cause psychosomatic conditions, diseases and accidents resulting from unhealthy lifestyles.

**Elderly Care** – our social workers are prepared to offer assistance, orientation and referrals for care of aging relatives.

**Confidential VIP Services** – at the Hospital Auxilio Mutuo Tower

**Financial Counseling** – our resources are prepared to offer assistance and referral to professionals with expertise in the management of finances. Services include financial planning, budget planning and handling financial problems, among others.

**Legal Counseling**<sup>1</sup> – in criminal, damages and bankruptcy issues, family situations such as divorce, child support, etc.

<sup>1</sup> Does not include labor issues or legal representation.

**Drugs and Alcohol** – The EAP by INSPIRA offers a structured and intensive rehabilitation treatment, that lasts one year, through which they ensure that the company complies with all the regulations regarding the management of drug addiction and alcoholism cases. Said program is certified by ASSMCA and it is the treatment alternative as provided by the law in drug-free environments.<sup>2</sup>

**Referrals to Specialists or Community Resources** – INSPIRA has an extensive database of support services and human resources to refer participants for treatment in different areas outside the Program.

Regardless of the situation, Quickhelp will offer the support and information the employee needs. In this way, your employees can have control of their lives and their job.

### Advantages for the Employee:

- Crisis hotline available 24/7
- 800 toll-free line
- Immediate access to the necessary counseling and therapy services
- Extended business hours available to avoid interruptions to the working schedule
- A network of providers available throughout the island
- Initial evaluations available seven days a week
- Bilingual personnel available
- Consultations through the Internet through [imental@inspirapr.com](mailto:imental@inspirapr.com)

### Confidentiality

- Services offered by the EAP are kept under the strictest confidentiality.

### Crisis and Emergency Management

- An on-call counselor, that may be a clinical psychologist or a clinical social worker, will attend to the emergency or the crisis within a period of 24 hours or less, either at the INSPIRA facility or at the mobile phone line available 24/7.

### Case Management and Follow-up

- INSPIRA psychologists offer a treatment and follow-up plan for employees that may include services in and outside the program. INSPIRA activates the support resources of the community when an employee or eligible dependent needs services outside the program.

### Advantages for the Company

Employees feel that their employer support them and this makes them more eager to produce better results for the company. Quickhelp helps employees to obtain the information and the treatment modality they need.

Experienced consultants are available to help the employee to deal with any problem or situation the employee may be facing. Through the program, the company will obtain:

- An increase in the employees' performance and a sense of commitment with their company
- A reduction in health insurance expenses
- A reduction in absence and tardiness patterns, misused time and conflicts in the workplace
- Increase in the employees' motivation and efficiency
- Increase in employees' personal satisfaction and improvement in their quality of life

Among the benefits Quickhelp offers through the INSPIRA EAP there are:

**Unlimited Managerial Support** – Directed to offer consultancy to supervisors and manages in situations that cause difficulties in the performance of employees, preventing them to achieve their maximum work performance such as interpersonal conflicts among employees, consultancy in the processing of referrals to INSPIRA, implementation of the Drug Free Workplace Policy, among others.

**Availability of other Services** – Evaluation for gun permit, pre-employment evaluations, Human Resources consultancy, expert legal appraisal, etc.

### Crisis Interventions

- In order to resume work routine as soon as possible, the EAP provides unlimited crisis intervention services to help deal with catastrophic or traumatic events in the workplace such as armed robberies, suicide attempts or death in the workplace and violence. Interventions at the workplace are performed as requested by the employer.
- Orientation and collaboration in the implementation of compliance with the duties imposed by federal and state law such as the Drug Free Workplace Act, American with Disability Act, among others.

### Training sessions that include:

- Orientations to employees and supervisors on EAP
- Educational talks to employees and supervisors such as:
  1. Stress Management
  2. Team work
  3. Emotional Intelligence at the Workplace
  4. Managing Changes
  5. Managing Conflicts
  6. Motivation