



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

Confidence comes with every card.®

# Healthy, happy employees mean better business.



## Employee Assistance Program for Traverse Connect

The Employee Assistance Program (EAP) helps your employees conquer obstacles they face, offering helpful resources for any stage of a life challenge — from beginning to better. And it can be as beneficial for your business as it is for those who have access to it.

For your business, an EAP can help:

- Improve productivity
- Increase employee retention
- Reduce ongoing health care costs
- Reduce recruiting, hiring and training costs
- Minimize legal liability
- Provide convenient custom education

And all in a compassionate, empathetic and confidential way that works for you and your employees.

## EMPLOYEE ASSISTANCE PROGRAM

# Comprehensive care for improved wellness and productivity.

### OFFERINGS

#### DEDICATED HELPLINE

Trouble can arise at any time. Employees have 24/7/365 access to licensed behavioral health professionals via a toll-free line.

#### SESSION REQUEST TOOL

We're a mobile society. That's why we enable employees to use their EAP login to quickly and confidentially complete a referral for an EAP session with the provider of their choice.

#### ASSESSMENTS AND REFERRALS

Our experts lead employees to the counseling, health plan, legal, financial and community services they need for any life challenges they face.

#### SHORT-TERM COUNSELING

Different obstacles require different courses of action. For life challenges that may not be chronic, employees and their families can receive custom counseling for each individual need.

#### MANAGER/SUPERVISOR TOOLS

Managing staff can be challenging. That's why we offer telephone coaching, education, training and Formal Management Referrals (FMRs) to help supervisors deal with employee performance challenges. Virtual and live training opportunities are available to improve your staff's skillsets.

#### CRISIS MANAGEMENT SERVICES

Emergencies can happen any time — and can be overwhelming. On-site support is available before, during or after critical situations, so you can offer employees the expert care they need.

#### LEGAL AND FINANCIAL REFERRALS

Some employees have legal or financial issues that make focusing on work challenging. Qualified professionals are always available to answer questions and provide advice on issues ranging from traffic accidents to debt consolidation.

#### ONLINE TOOLS AND RESOURCES

Anytime, from anywhere, employees can access several resources designed to help them understand, manage and improve their health. Our resources include legal support and family resource services, work and life wellness materials, relationship resources and promotional materials for employer use and education.

#### WORK-LIFE PLUS+

Balancing work and family life can be difficult and frustrating. Work-Life Plus+ is designed to help with these competing demands. With one phone call, employees consult with a professional, who offers referrals, handbooks and supportive tip sheets based on their needs.

### LEARN MORE

[info@traverseconnect.com](mailto:info@traverseconnect.com)

**\$1.92 PER EMPLOYEE  
PER MONTH**

## Why your organization needs an EAP:

# 80%

of employees report reduced productivity at work due to daily stress

# 84%

of employees who use the EAP find their stress levels improve

# 79%

of employees who use the EAP see an improvement in their ability to perform work duties

**Together is the way forward.**



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**NEW DIRECTIONS**



Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

New Directions Behavioral Health® (New Directions) is an independent company that has contracted with Blue Cross Blue Shield of Michigan to provide its Employee Assistance Program (EAP) services. New Directions is solely responsible for the administration of its EAP.