



# Employee Assistance Programs in 2022

Quick Survey Results  
March 2022



# Overview

Ninety-eight employers responded to this survey, conducted between February 15 and March 1, 2022. This survey examines EAPs (and EAP replacement services), specifically: program design, utilization, pediatric behavioral health services and global offerings. EAP replacement services are robust mental health solutions that also offer services covered by a traditional EAP.

## KEY TAKEAWAYS

- Nearly all employers (98%) offer some type of EAP service, including 16% that offer a replacement to a traditional EAP.
- On average, 12% of eligible employees used the EAP or EAP replacement service in 2021.
- More than half of employers have indicated they offer some type of pediatric behavioral health service or are considering doing so in the future.
- Globally, 56% of large employers offer an EAP or EAP replacement service in all countries **in which** they have operations.

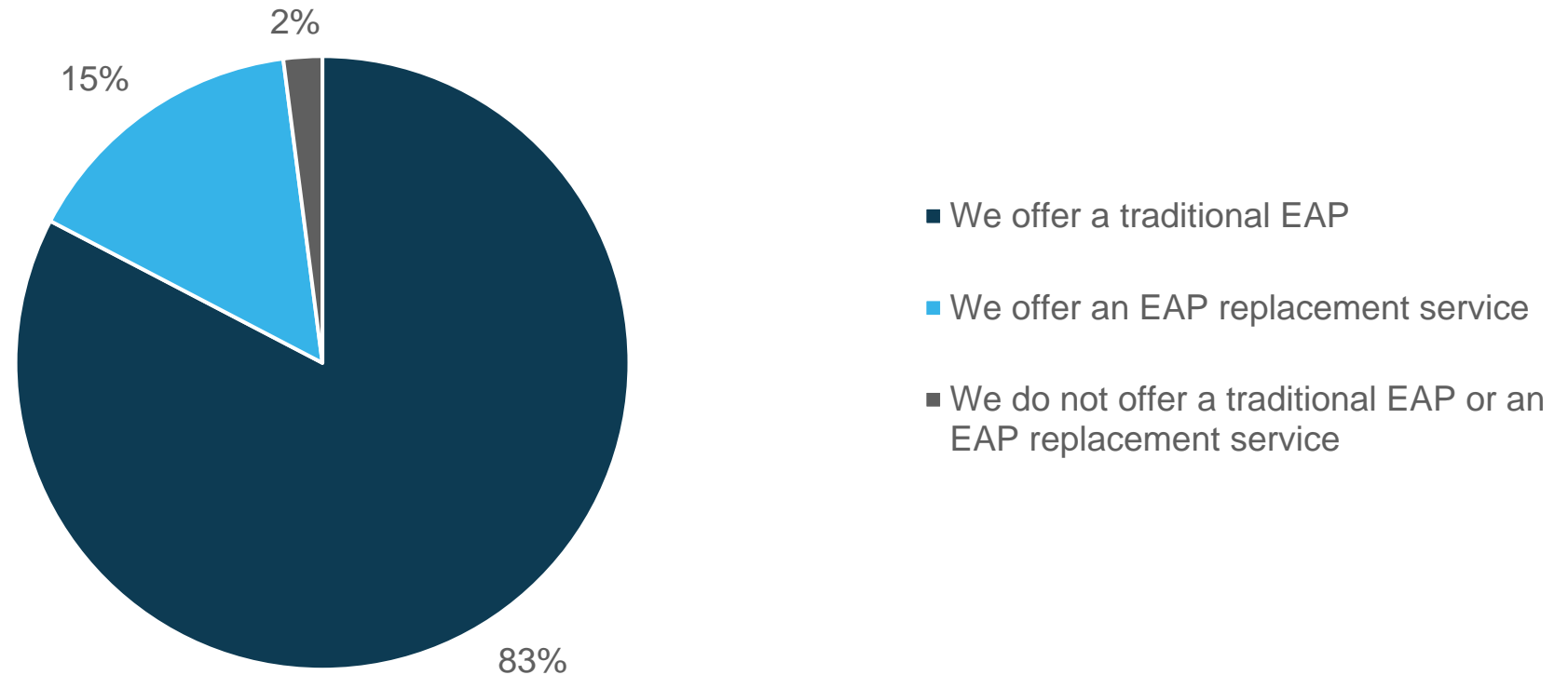


# EAP Services in the U.S.

# Large Employers Offering EAP Services, 2022

Nearly all employers offer an EAP, with 15% offering a replacement to a traditional EAP.

N=98



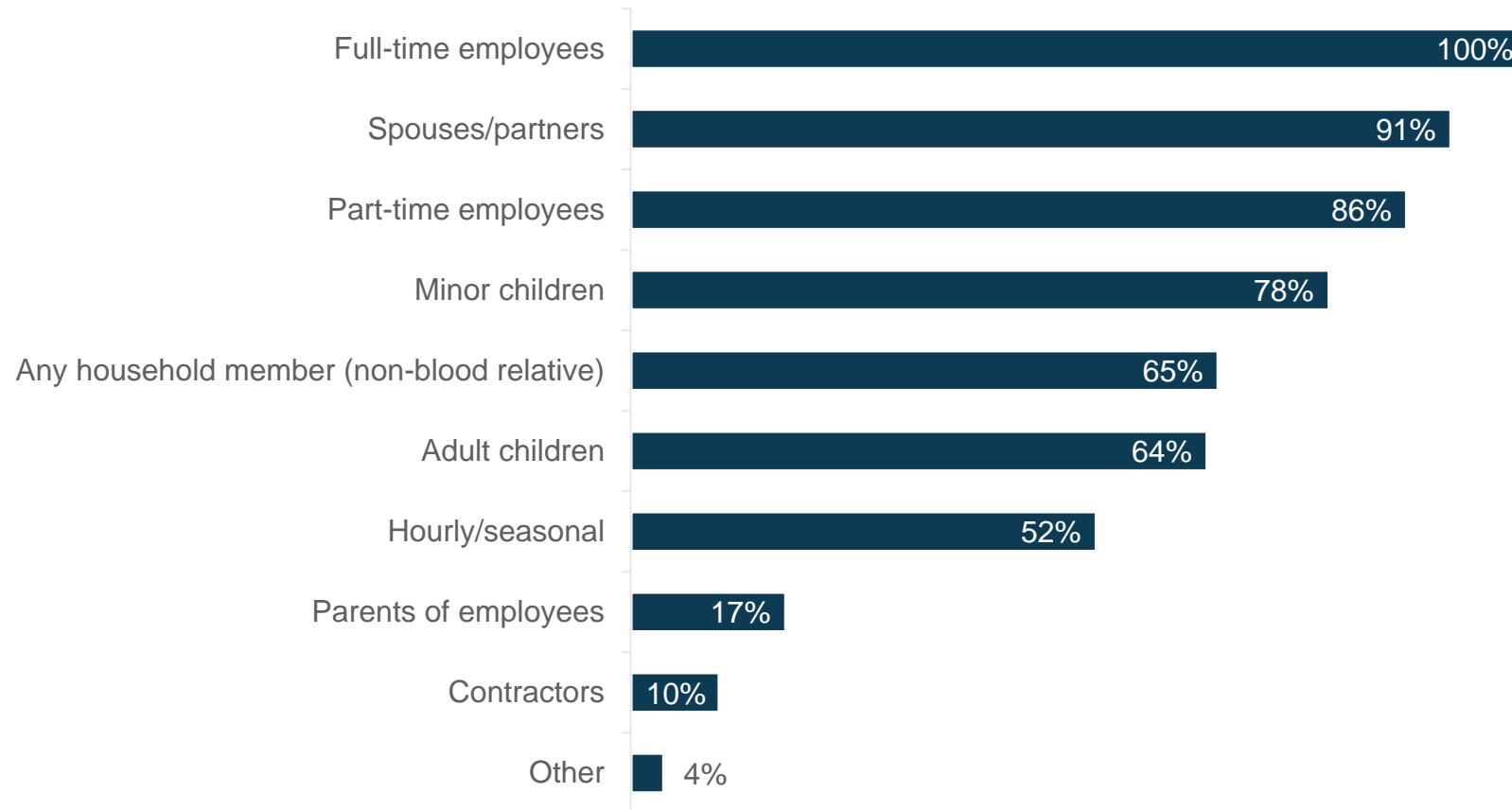
Note: Values may not add up to 100% due to rounding.

Q: Does your company offer an employee assistance program or EAP replacement service (e.g., Lyra, Spring Health) to employees in the U.S?

# Eligibility for EAP Services, 2022

For most employers, both full-time and part-time employees are eligible for services, as well as other family members (e.g., spouses/partners, minor and adult children, other household members).

N=81



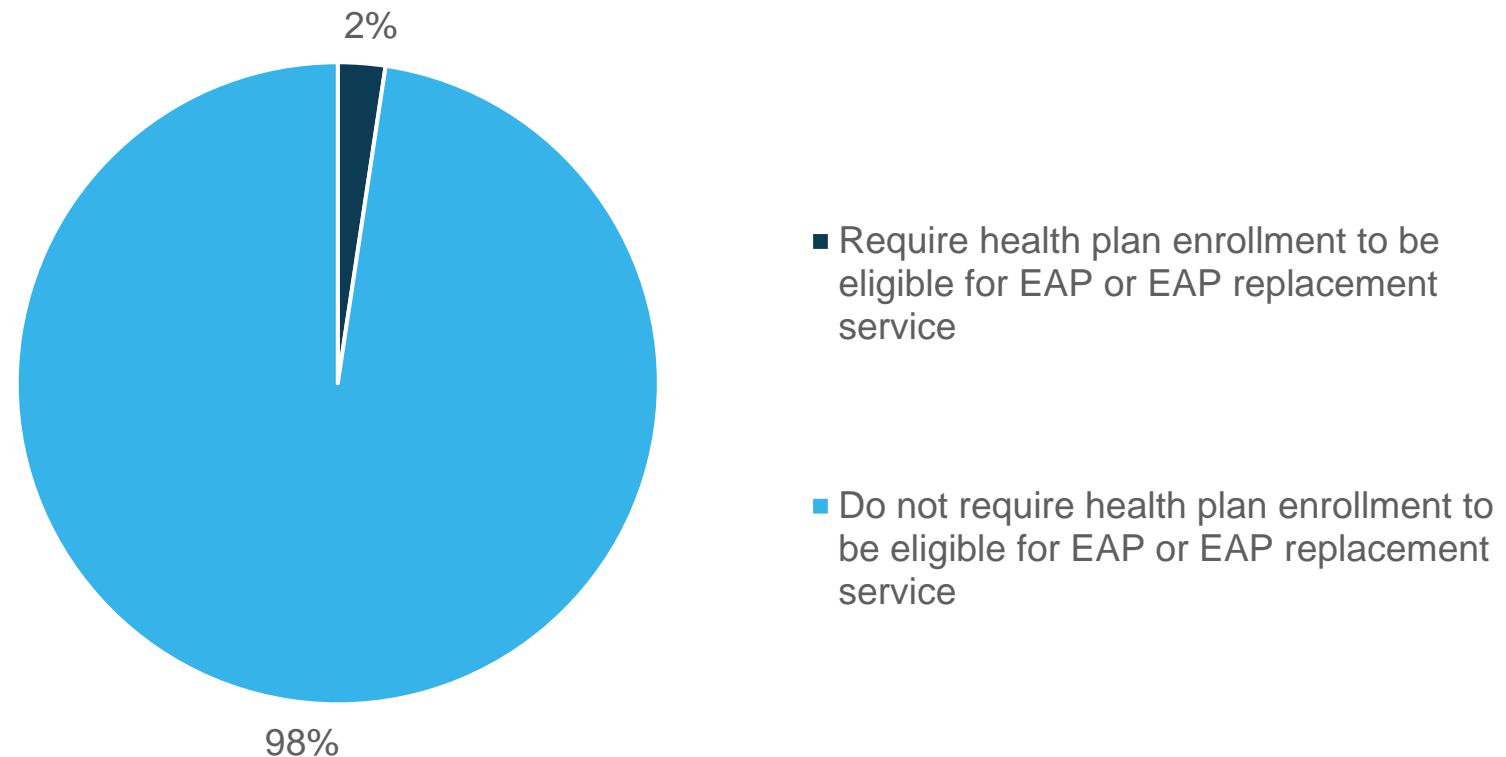
Note: Respondents also indicated interns, tax dependents and friends are eligible for EAP services.

Q: Who is eligible for the EAP or EAP replacement service? (Select all that apply)

# Large Employers Requiring Health Plan Enrollment for EAP Eligibility, 2022

Only 2% of employers require employees to be enrolled in a health plan to be eligible for their EAP or EAP replacement service.

N=84



Note: Values may not add up to 100% due to rounding.

Q: Do individuals have to be enrolled in the health plan to be eligible for EAP or EAP replacement services?

# Types of EAP Services Offered, 2022

Employers reported that their EAP or EAP replacement service provides a wide variety of services.



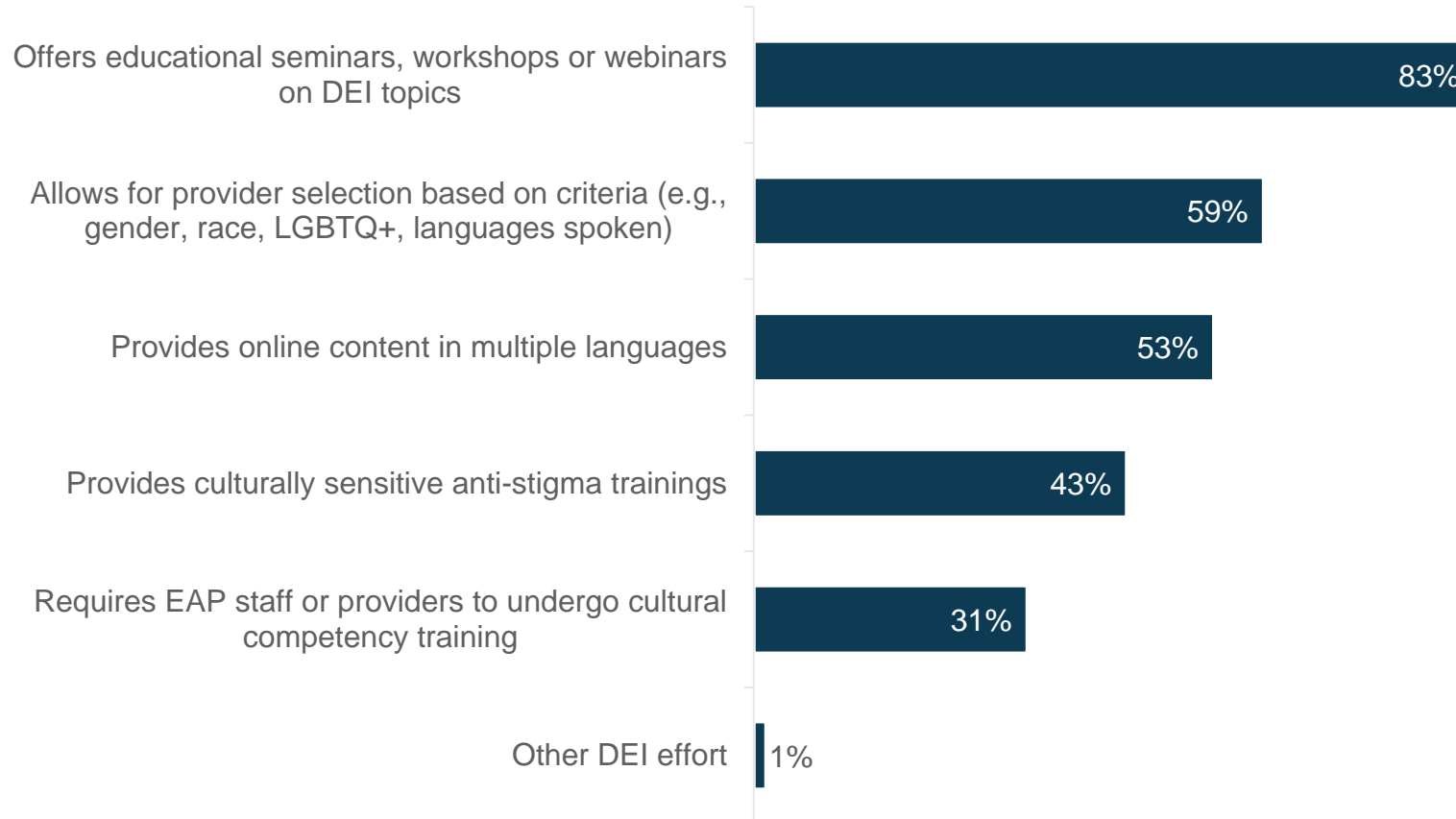
Note: Respondents indicated they also offer disability assessments, and virtual and on-site EAP services.

Q: What types of services does your company's EAP or EAP replacement program offer? (Select all that apply)

# EAP Support of Diversity, Equity and Inclusion (DEI) Efforts, 2022

83% of employers say their EAP offers educational opportunities on DEI.

N=70



Note: Respondents indicated EAP provider provides specialty for cultural / ethnic issues.

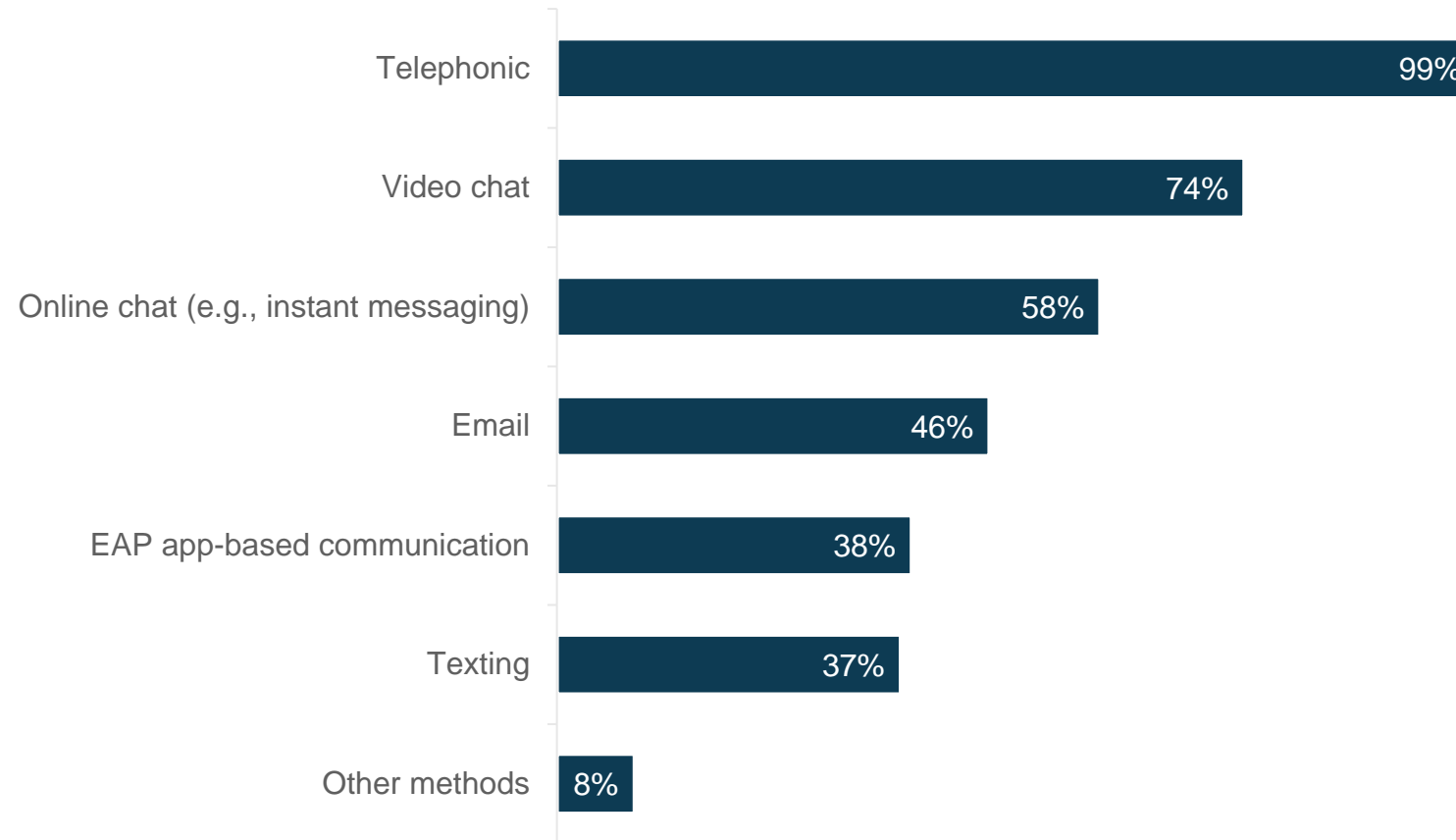
Q: In which of the following ways does your company's EAP or EAP replacement program support your diversity, equity and inclusion (DEI) efforts? (Select all that apply)



# Methods to Engage with EAP Providers, 2022

There are numerous online and electronic methods available for engaging with EAP providers.

N=84



Note: Respondents indicated they also offer in person, online group session and transportation services.

Q: How can employees engage with providers through your EAP? (Select all that apply)

# EAP Utilization Rates, 2021

N=52



**12%**

Average percent of employees that used the EAP at least once in 2021

**1%**

Lowest reported percentage of employees that used the EAP at least once in 2021

**50%**

Highest reported percentage of employees that used the EAP at least once in 2021

**4.3 visits**

Average number of visits per participant in 2021

**2 visits**

Lowest reported number of visits per participant in 2021

**8 visits**

Highest reported number of visits per participant in 2021

**4.9 days**

Average wait time before obtaining a counseling session

**0 days**

Lowest reported wait time before obtaining a counseling session

**21 days**

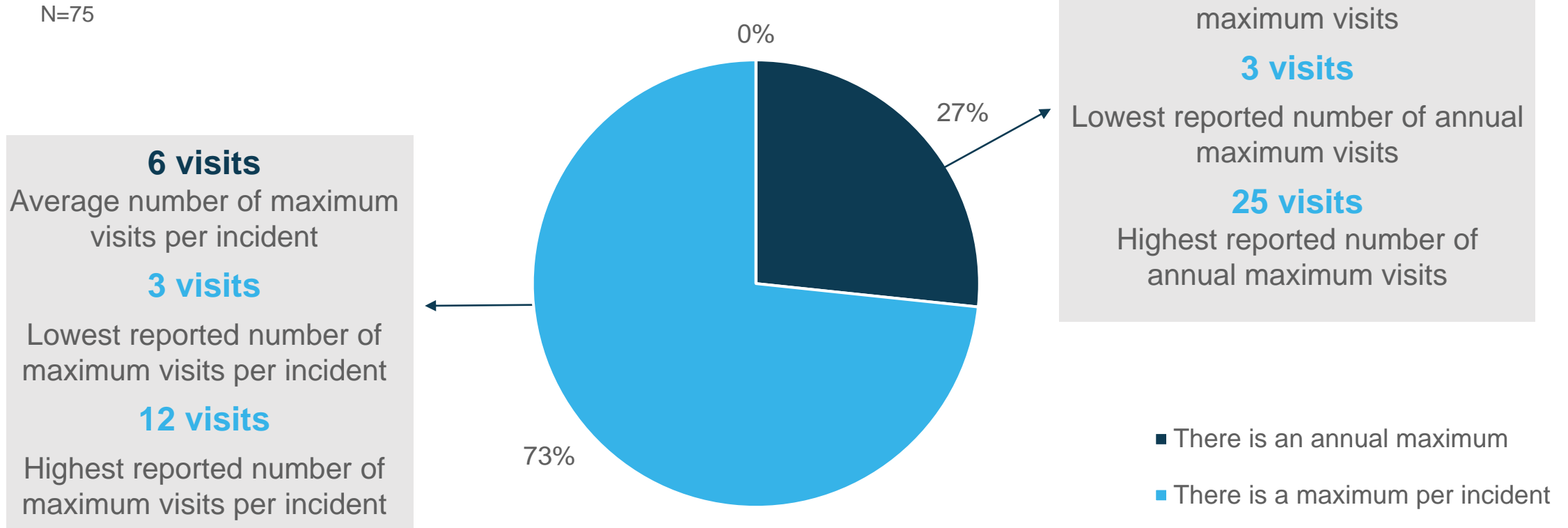
Highest reported wait time before obtaining a counseling session

Q: Please provide last year's EAP participation.

# Employers with a Visit Limit, 2022

All employers reported having a visit limit in place in 2022.

N=75



Note: Values may not add up to 100% due to rounding.

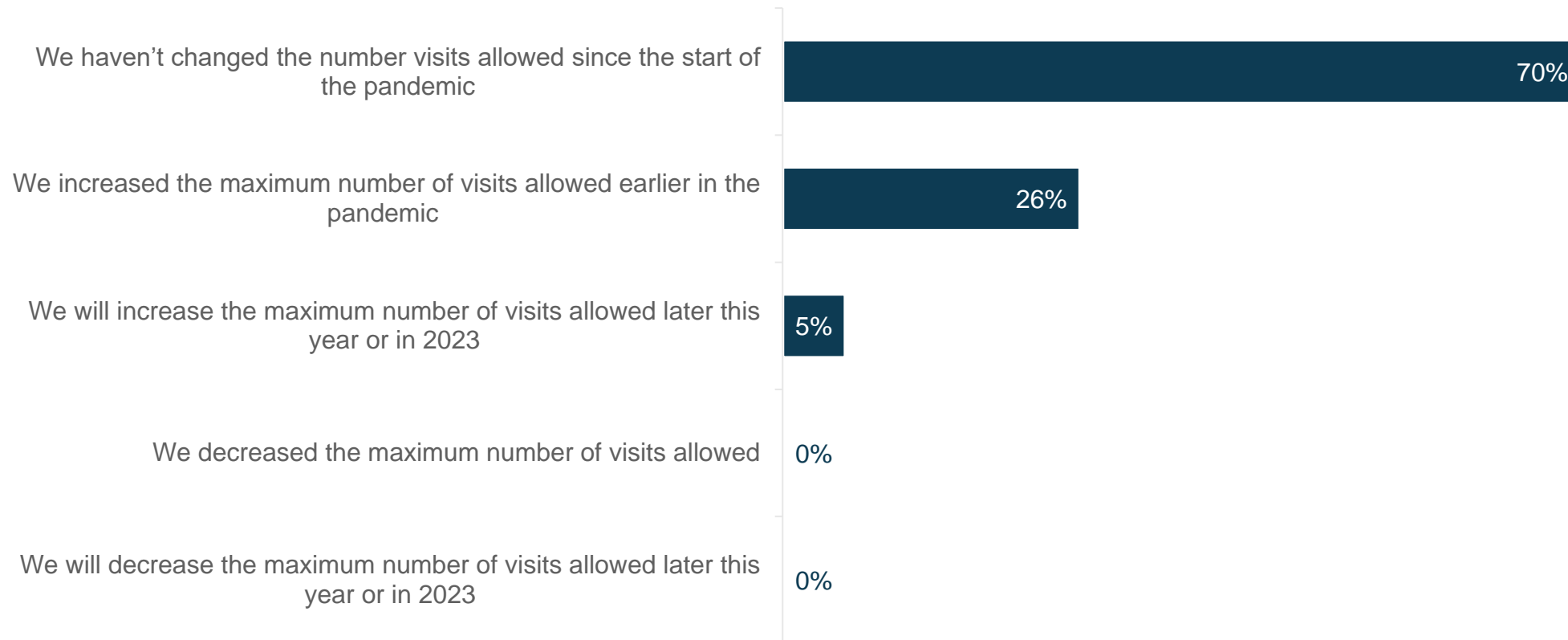
Q: Does your company limit the number of counseling sessions through your EAP or EAP replacement program?

- There is an annual maximum
- There is a maximum per incident
- There is no visit limit

# EAP Utilization Details, 2022

Most employers did not make changes to the number of visits available to employees during the pandemic.

N=73

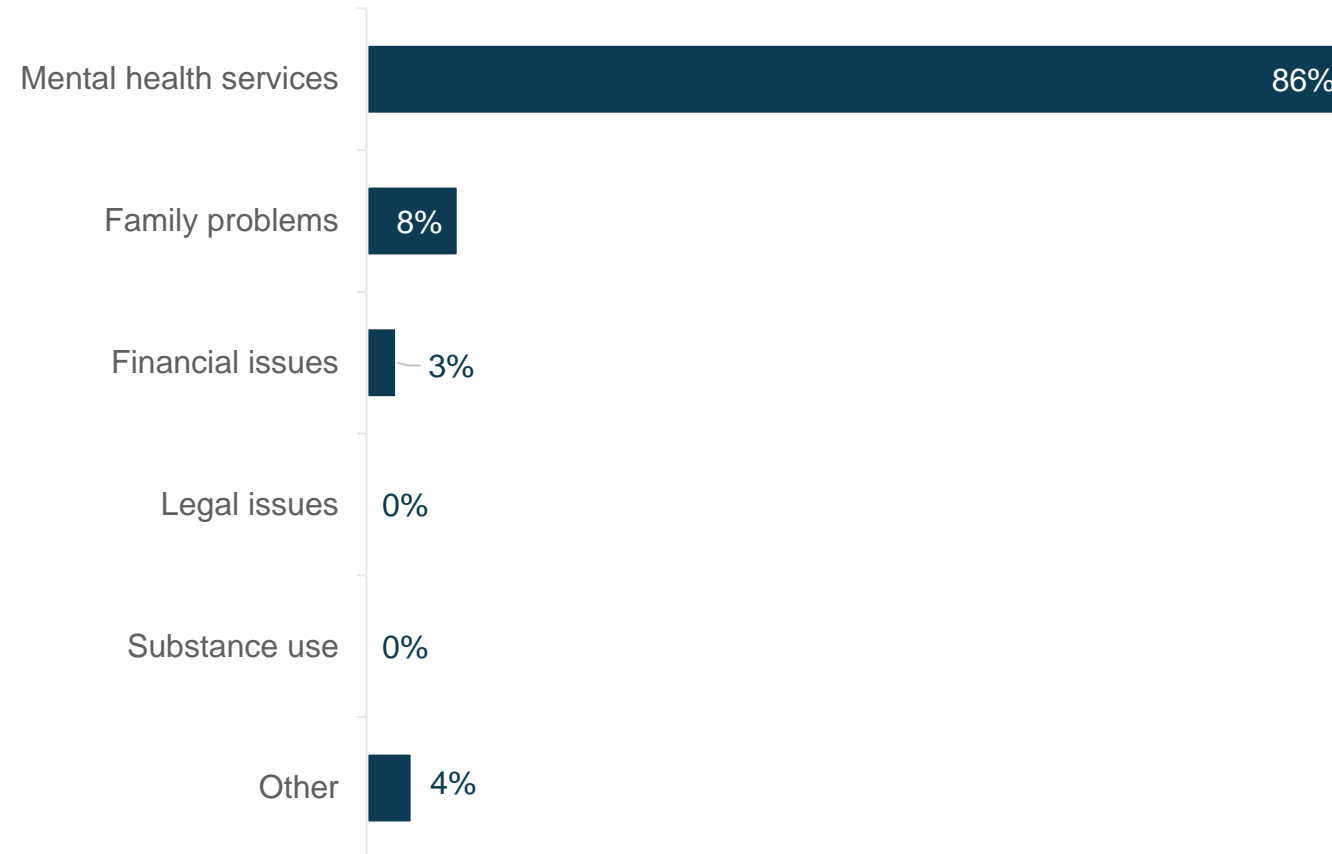


Q: How has your company changed the maximum number of visits available through your EAP or EAP replacement program since the pandemic? (Select all that apply)

# Most Common Reason for EAP Engagement, 2022

Mental health services were the most common reason for employees engagement with the EAP.

N=74



Note: Employer has indicated other common usage of EAP is for relationship issues.

Q: What is the most common reason for an EAP engagement?

# Large Employer EAP Vendor Partners, 2022

Large employers noted using a variety of EAP vendors.

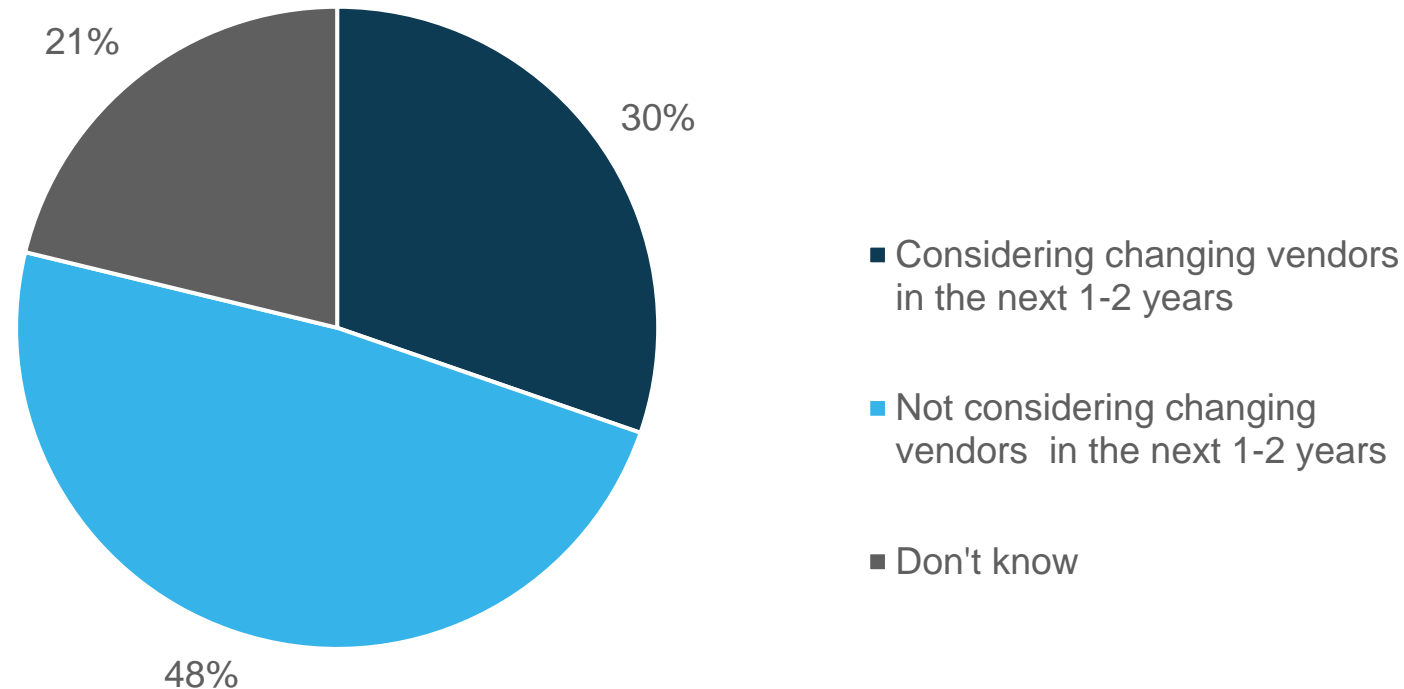
N=70

- ACI
  - Aetna
  - All One Health
  - Beacon
  - Brightline
  - CareBridge
  - CCA
  - Cigna
  - ComPsych
  - CuraLinc
  - FEI
  - Health Advocate
  - LifeMatter
  - LifeWorks
  - Lyra
  - Magellan
  - Mercy Managed Behavioral Health
  - Modern Health
  - New Directions
  - Optum
  - Spring Health
  - Unum Behavioral Health
  - UHC Behavioral Health
  - Wellspring
  - Workplace Options
-

# Large Employers Considering a Change in EAP Vendor, 2022

3 in 10 employers are considering changing EAP vendors in the next 2 years.

N=73



Note values may not add up to 100% due to rounding.

Q: Are you considering changing vendors in the next 1-2 years?



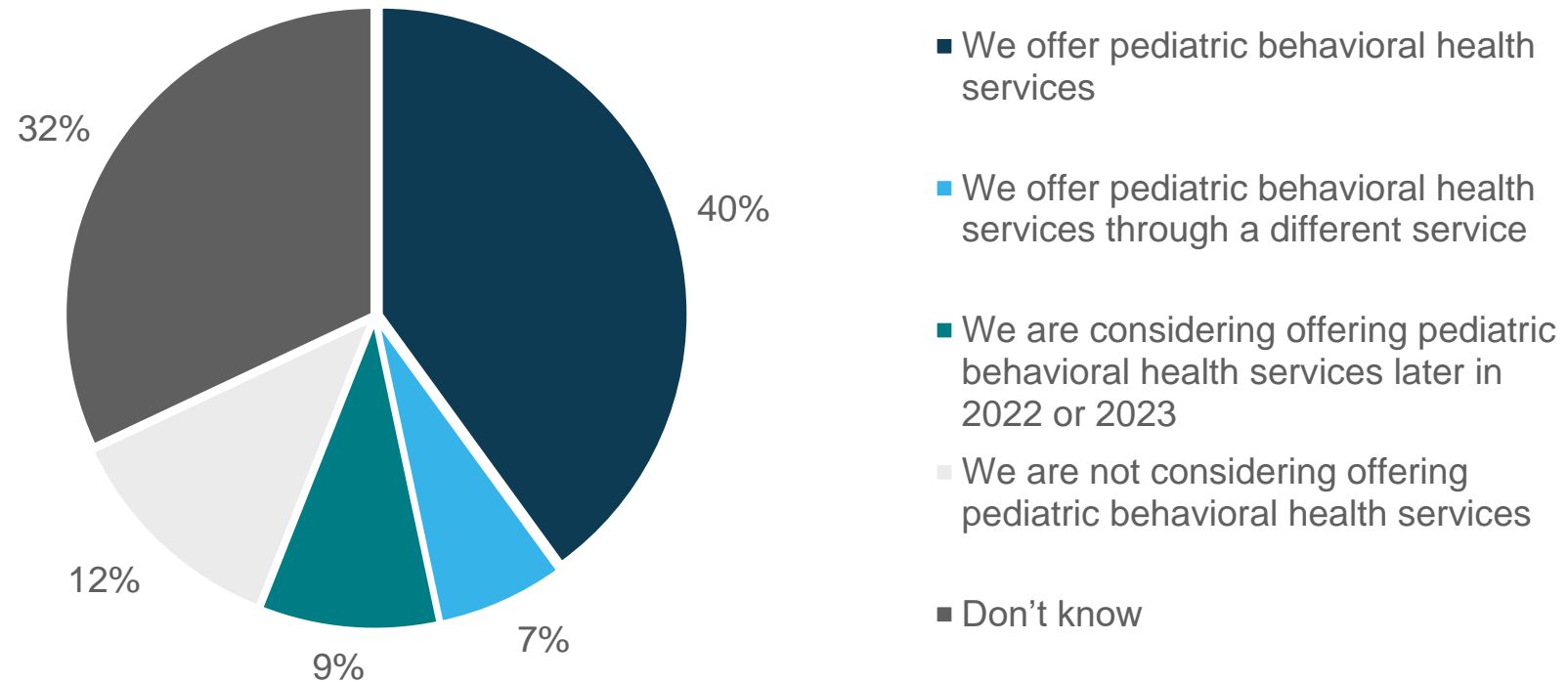
# Pediatric Behavioral Health Services



# Large Employers Offering Pediatric Behavioral Health Services, 2022

Almost half of employers offer some type of pediatric behavioral health service.

N=75



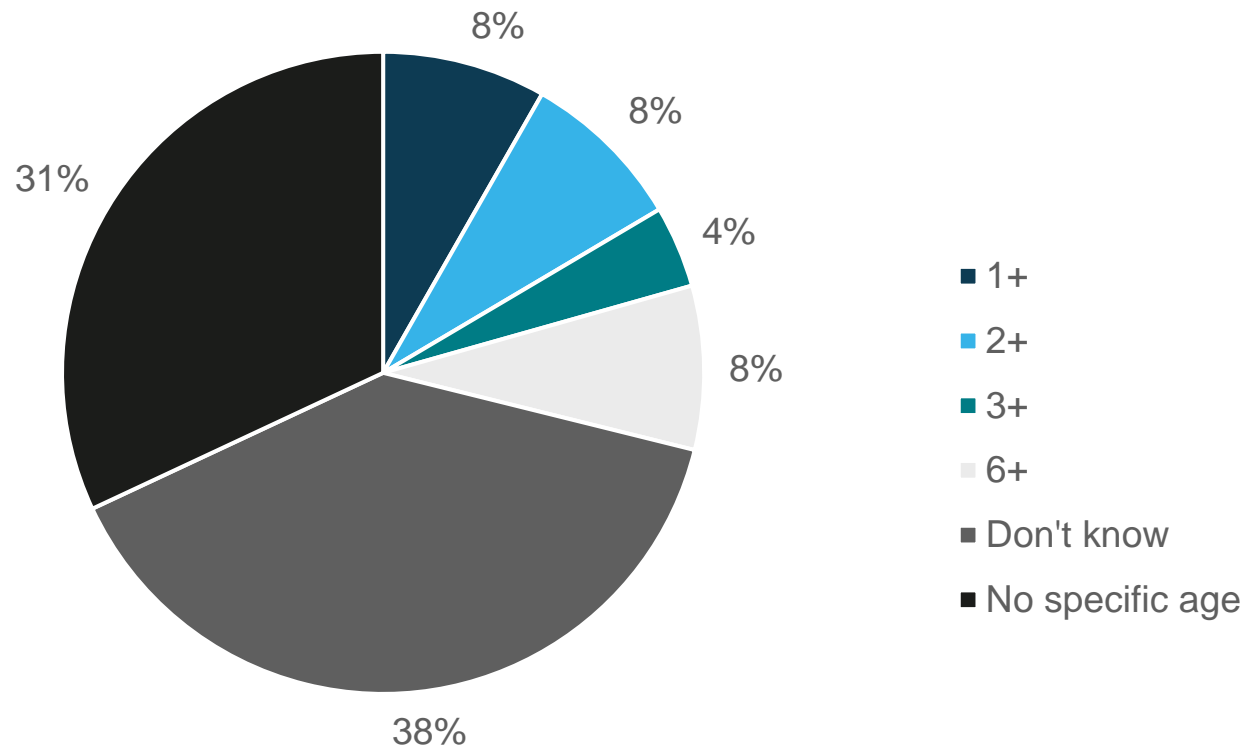
Note: Values may not add up to 100% due to rounding. Among the respondents who indicated they offer pediatric behavioral health services through a different service, they reported using Beacon, Optum, UHC Behavioral Health, and Whil.

Q: Does your EAP offer pediatric behavioral health services?

# Minimum Age Required to Access Pediatric Services, 2022

Many employers indicated that there was no minimum age required to access pediatric behavioral health services, and as many others slightly more indicated they were not certain of their if they have requirements.

N=26



Note: Values may not add up to 100% due to rounding.

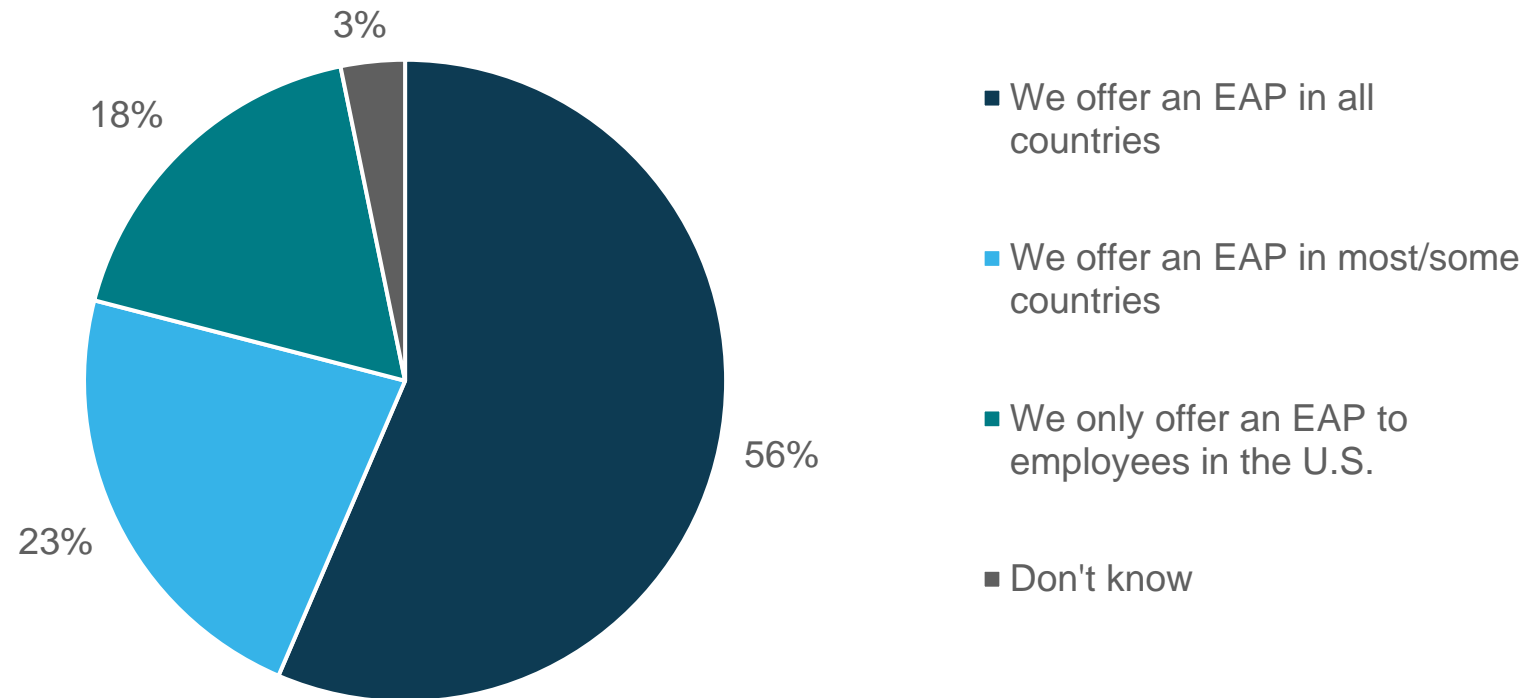
Q: What is the minimum age for eligibility for pediatric services?

# Global EAP Services

# Large Employers Offering EAP Services Outside the U.S., 2022

56% of large employers offer an EAP or EAP replacement service in all countries in which they have operations.

N=74



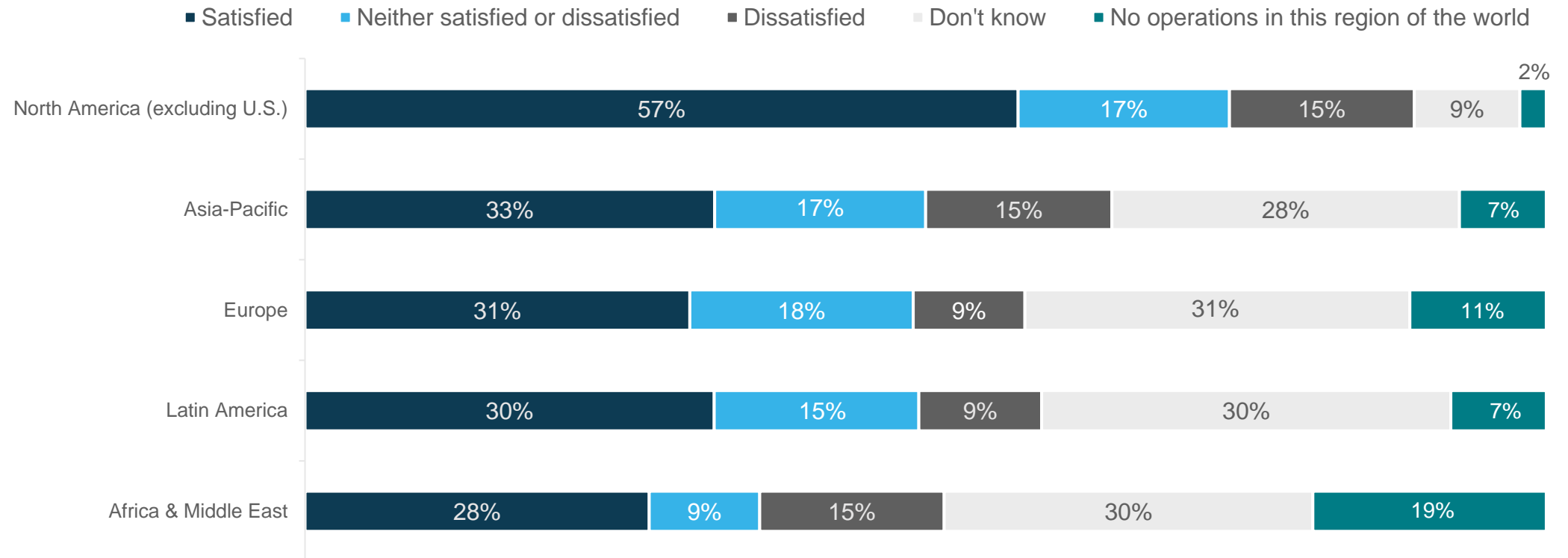
Note: values may not add up to 100% due to rounding.

Q: Do you offer an EAP or EAP replacement service to your employees globally?

# Large Employers' Satisfaction with Global EAPs, 2022

Satisfaction with EAPs varies around the globe.

N=45-50

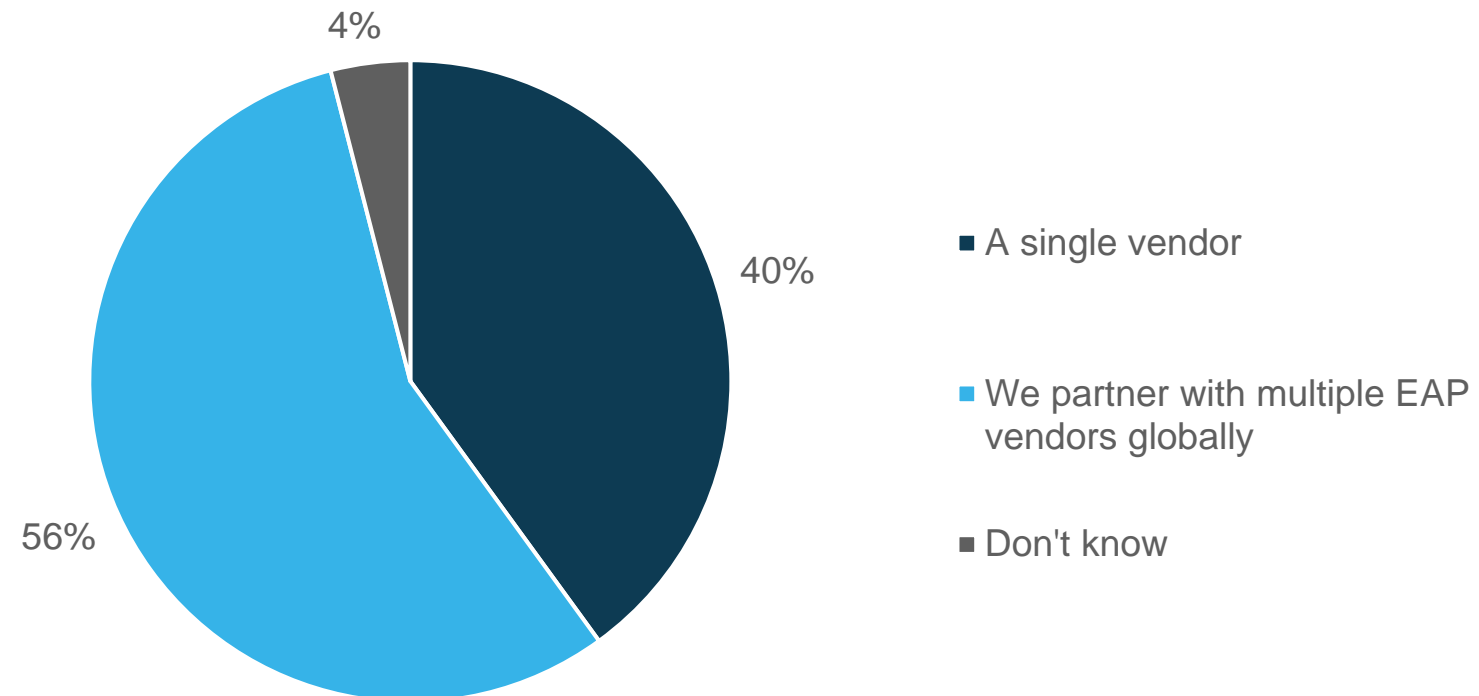


Q: How satisfied are you with EAP utilization in the various regions you have operations?

# Global EAP Vendor Approach, 2022

More than 56% of large employers partner with multiple EAP vendors globally.

N=50



Note values may not add up to 100% due to rounding.

Q: Does your company use a single EAP or EAP replacement vendor or various vendors globally?

# Large Employer EAP Vendor Partner, 2022

Large employers noted using a variety of EAP vendors.

N=70

- Aetna
  - Beacon
  - Chestnut Global Partners
  - Cigna
  - ComPsych
  - GMK/TCK EAP Korea
  - Helping Hand
  - Human Dynamic
  - ICAS
  - LifeWorks
  - MENA
  - Matan Meitar
  - Optum
  - Spring Health
  - T-Cup
  - Workplace Options
-

# Business Group on Health Member Participants



Of the 98 respondents, the following Business Group members have agreed to be listed as participants for this survey:

- Anderson Corporation
  - Avangrid
  - B. Braun Medical Inc.
  - BAE System Inc.
  - Bath & Body Works, Inc.
  - Capital Group
  - Change Healthcare
  - Cognizant
  - Compass Group
  - Corning Incorporated
  - Dell Technologies
  - Dover Corporation
  - Eaton Corporation
  - Erie Insurance Group
  - General Electric Company
  - General Motors
  - HARMAN –A Samsung Company
  - Health Care Service Corporation
  - Honeywell
  - Humana Inc.
  - Intuitive Surgical
  - JetBlue Airways
  - Kellogg Company
  - Koch Business Solutions, LP
  - Linde Inc.
  - Lowe's Companies, Inc.
  - Mayo Clinic
  - Mercy Health
  - Meta
  - Newell Brands
  - Nielsen
  - Nokia of America Corporation
  - NRG Energy, Inc.
  - Paychex, Inc.
  - Pearson
  - Pella Corporation
  - Pitney Bowes, Inc.
  - Principal Financial Group
  - PVH Corp.
  - Schlumberger
  - Schwan's Company
  - Smith & Nephew
  - Stellantis
  - Susquehanna International Group, LLC
  - Takeda Pharmaceuticals
  - Tennessee State and University Employees Health Plan
  - The Walt Disney Company
  - Unum
  - Volvo Group North America
  - Walmart Inc.
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# Thank you



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