



**National  
Business  
Group on  
Health®**

# Quick Survey Findings: Employee Assistance Programs

A National Business Group on Health® Publication

May 2019

## Purpose of the Survey

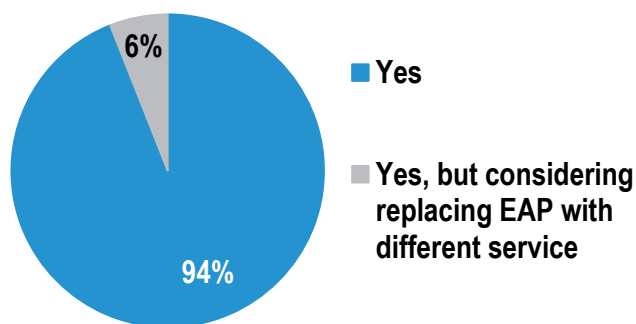
The purpose of this survey was to determine how other employers structure their employee assistance programs (EAPs) or EAP-like programs. This survey looks specifically at eligibility requirements, services offered and utilization metrics. Seventy-one members of the Business Group responded to this survey, although the number may vary from question to question.

## Survey Findings

All survey participants (100%) reported offering an EAP to employees; however, 6% are considering replacing the EAP with a different service (**Figure 1**).

**Figure 1: Do You Offer an EAP to Employees?**

(Number of Responses=71)



Employers reported partnering with the following vendors to provide their EAP: (Note: The Business Group does not promote or endorse any specific vendor.)

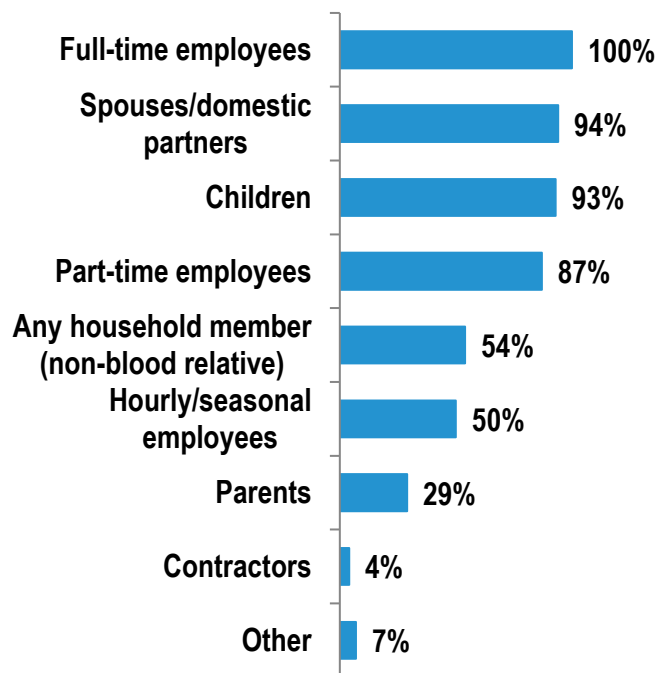
- |                        |                 |
|------------------------|-----------------|
| ACI Specialty Benefits | KEPRO           |
| Aetna                  | Lyra            |
| Anthem                 | Magellan        |
| Beacon                 | Mercy           |
| Carebridge             | Morneau Shepell |
| Cigna                  | Mutual of Omaha |
| ComPsych               | New Directions  |
| CuraLinc               | Optum           |
| Empathia               | Sand Creek      |
| Health Advocate        | Value Options   |

Among employers that are considering replacing their EAP with a different service, some are looking into more digitally advanced programs that can also increase their coverage network. Another employer is looking into a solution that has a greater behavioral health focus.

Employers grant EAP access to many individuals, including full-time employees (100%), spouses/domestic partners (94%), children (93%) and part-time employees (87%) (**Figure 2**).

**Figure 2: EAP Access Eligibility**

(Number of Responses=71)



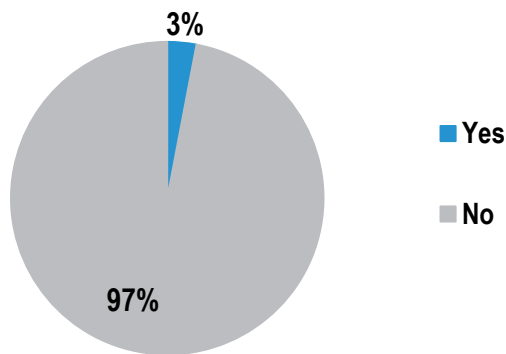
**Note:** Other responses indicated: retirees, parents-in-law.

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Ninety-seven percent of employers stated that they do not require individuals to be enrolled in the health plan to be eligible for the EAP or EAP-like service (Figure 3).

**Figure 3: Do You Require Individuals to be Enrolled in the Health Plan to be Eligible for EAP or EAP-like Service?**

(Number of Responses=70)

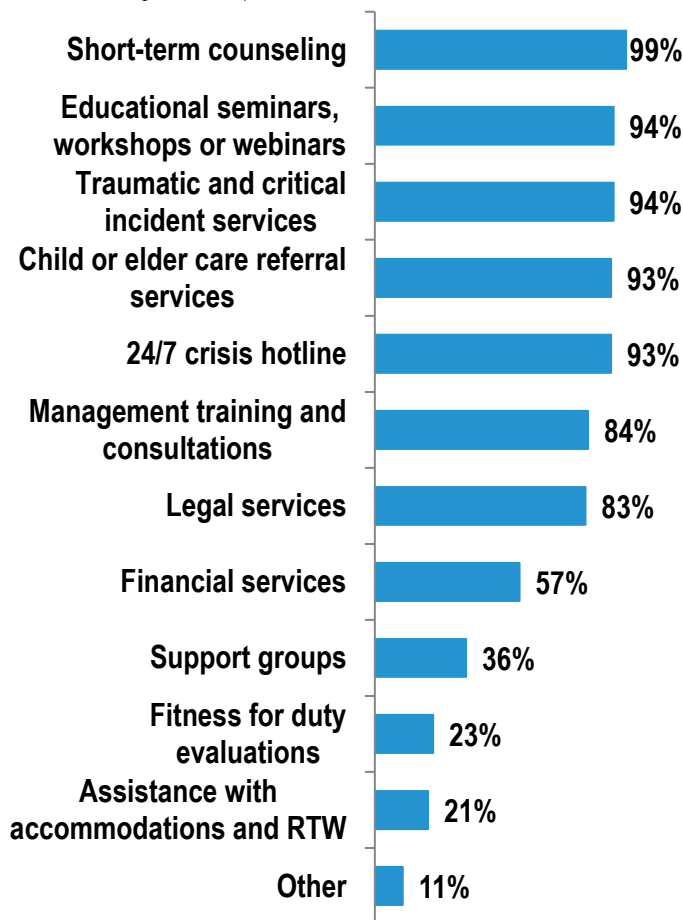


Short-term counseling (99%), educational seminars, workshops or webinars (94%), traumatic and critical incident services (94%), child or elder care referral services (93%), and a 24/7 crisis hotline (93%) are the most commonly offered services by EAP and EAP-like services (Figure 4).

Eighty-one percent of employers reported that their EAP or EAP-like service offers referral services to other employer programs and benefits such as well-being services (Figure 5).

**Figure 4: Services Offered by EAP or EAP-like Service**

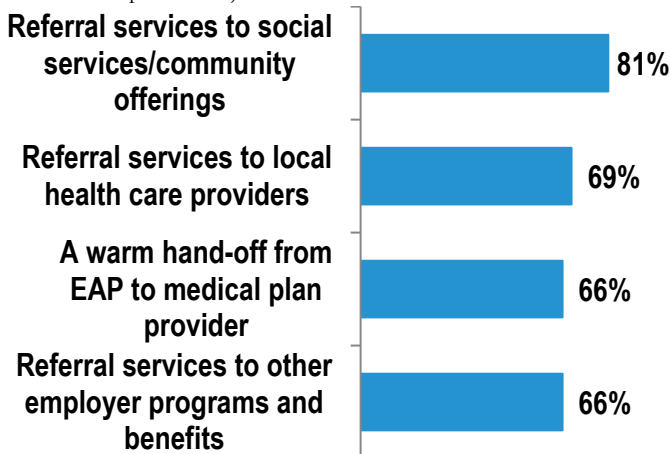
(Number of Responses=70)



**Note:** Other responses indicated: autism and geriatric coaching, identity theft services, work-life counseling, confidential emotional support, on-site EAP, out-of-network medical claims advocacy, referral services, DOT SAP services.

**Figure 5: Types of Referral Services Offered by EAP or EAP-like Service**

(Number of Responses=70)

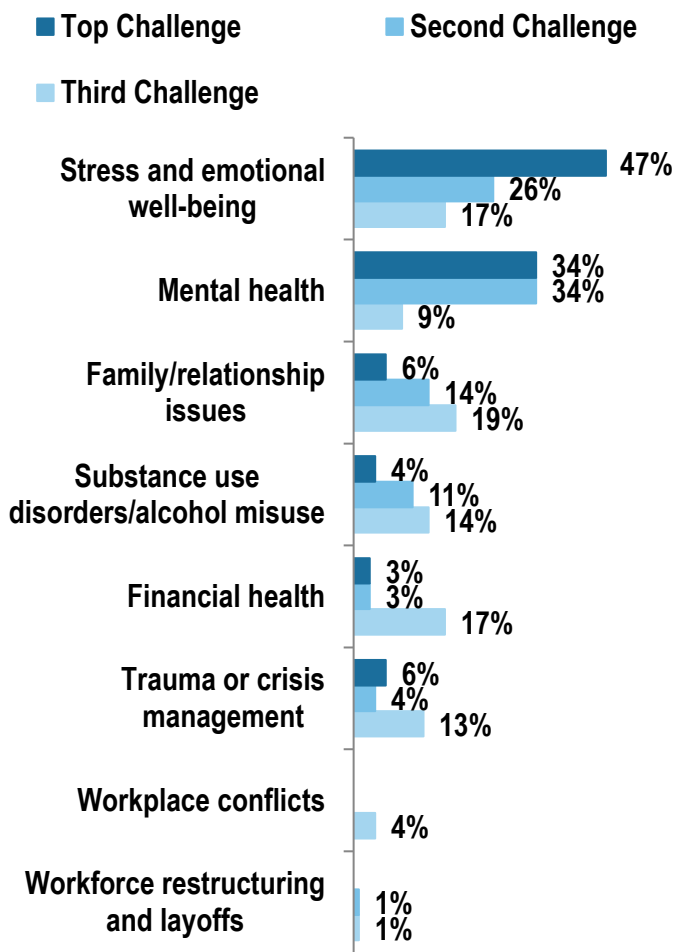


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Nearly half (47%) of employers indicated that employee stress and emotional well-being was their top priority to address in offering an EAP or EAP-like service (Figure 6).

**Figure 6: Top Challenges Employers Aim to Address Through an EAP or EAP-like Service**

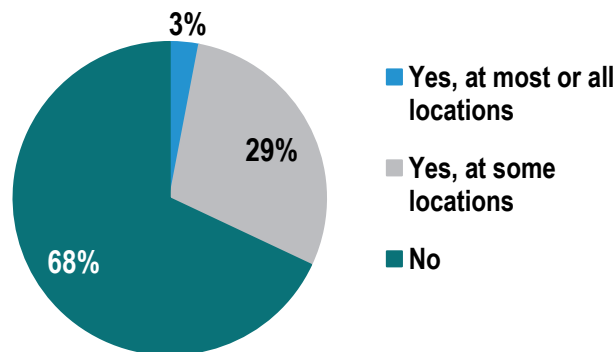
(Number of Responses=70)



Thirty-two percent of employers reported offering an on-site EAP or EAP-like service in at least some locations (Figure 7).

**Figure 7: Do You Offer an On-site EAP or EAP-like Service?**

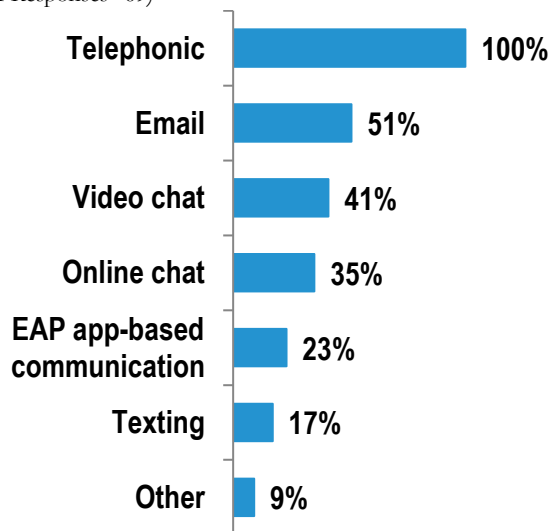
(Number of Responses=69)



Employers reported that employees may communicate with their EAP in several ways such as by telephone (100%), email (51%), and video chat (41%) (Figure 8).

**Figure 8: Ways in Which Employees Can Communicate With EAP**

(Number of Responses=69)



**Note:** Other responses indicated: In person.

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Employers reported a median EAP utilization rate of 5.5% (**Figure 9**) and 3.4 visits per participant in 2018 (**Figure 10**). The most common reasons for EAP visits included: anxiety, stress, depression, family/relationship issues, legal problems, emotional well-being and substance abuse. Furthermore, among employers with a per employee per month (PEPM) EAP cost structure, median PEPM costs were reported to be \$1.40.

**Figure 9: Annual EAP Utilization Rates for 2018**

(Number of Responses=59)

Minimum	Maximum	Median	Average
2%	26%	5.5%	7.5%

**Figure 10: Number of Visits per Participant in 2018**

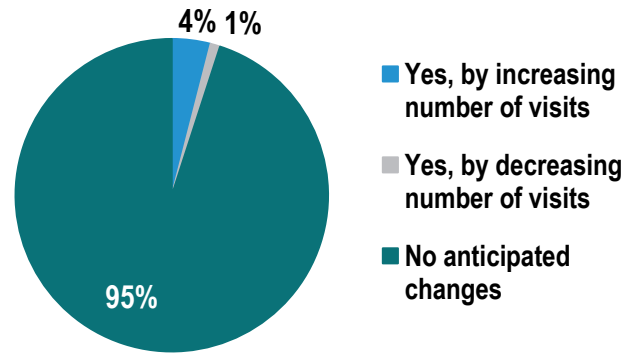
(Number of Responses=46)

Minimum	Maximum	Median	Average
1	5.5	3.4	3.6

Most employers (95%) are not planning to make any changes to the number of EAP visits allowed for 2020/2021 (**Figure 11**).

**Figure 11: Are You Considering Changing the Number of Visits Allowed per Year in 2020/2021?**

(Number of Responses=71)



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## Other Business Group Resources

For other sources of information related to this topic, see the resources below.

- [Evidence-Based Approaches to Substance Use Disorder \(Addiction\) Treatment](#), *Employer Benefit Guide*. July 2017.
- [Key Insights and Learnings from the 2017 Employers' Forum on Mental Health and Emotional Well-being](#), *Key Insights*. February 2017.
- [Increasing Employee Assistance Program Effectiveness and Utilization: New Approaches and Emerging Trends](#), *Top Solutions*. May 2015.

## Participants

Of the 71 companies that participated, these 56 agreed to be listed as participants of this survey:

- ADT
- Allergan, Plc
- Andersen Corporation
- Assurant, Inc.
- Asurion LLC
- B. Braun Medical Inc.
- Baystate Health
- The Board of Pensions of the Presbyterian Church
- Boston Scientific
- Capital Group
- Cardinal Health
- CBS Corporation
- CDW LLC
- Consumers Energy
- Corning Incorporated
- Delta Air Lines, Inc.
- Erie Insurance Group
- Facebook
- Farmers Group, Inc.
- First American Financial Corp.
- Gap Inc.
- Gartner
- Genentech, Inc.
- Honeywell
- Hunter Douglas
- Intel Corporation
- JetBlue Airways
- KeyBank
- McKesson Corporation
- Mercy Health
- MetLife
- Newell Brands
- Nissan North America, Inc.
- Paychex, Inc.
- Pacific Gas & Electric
- Pitney Bowes, Inc.
- PVH Corp.
- SABIC Innovative Plastics
- Schwan's Company
- Sensata Technologies, Inc.
- Silgan Containers Corporation
- Smith & Nephew
- Sprint Corporation
- Tennessee State and University Employees Health Plan
- Teradata Corporation
- The Boeing Company
- The Kroger Co.
- The Toro Company
- Tyson Foods, Inc.
- Universal Health Services, Inc.
- Unum
- US Foods
- Volvo Group North America
- Walgreens Boots Alliance
- Wellington Management Company
- Wyndham Hotels and Resorts

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## Survey Report

Additional copies of this Survey Report are available to members at [www.businessgrouphealth.org](http://www.businessgrouphealth.org), or by contacting [cddi@businessgrouphealth.org](mailto:cddi@businessgrouphealth.org) for more information.

## About The *National Business Group on Health®*

The *National Business Group on Health®* (the Business Group) is the nation's only non-profit organization devoted exclusively to representing large employers' perspective on national health policy issues and providing practical solutions to its members' most important health care and health benefits challenges.

Business Group members are primarily Fortune 500 companies and large public-sector employers—representing the nation's most innovative health care purchasers—that provide health coverage for more than 50 million U.S. workers, retirees and their families. The Business Group fosters the development of a safe, high quality health care delivery system and treatments based on scientific evidence of effectiveness. Business Group members share strategies for controlling health care costs, improving patient safety and quality of care, increasing productivity and supporting healthy lifestyles.

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