

When life's a little much, Lucet EAP has your employees and managers covered.

Life can be challenging. When responsibilities start to feel overwhelming and showing up each day seems difficult, it's important to reach out for help. Your employees can lean on the confidential support of Lucet's Employee Assistance Program (EAP). In combination with health plan benefits, Lucet strives to foster an end-to-end approach to behavioral health support and minimize the effects it could have on workplace productivity and employee wellbeing.

Lucet's Impact

-  **1800+** Employers use Lucet's EAP
-  **3.3M** Total members served annually
-  **111,000** Counseling sessions utilized



"I am very thankful for the service you all have provided. It was been such an important thing in our lives"

- Lucet EAP Member

Real support for real life.

Lucet's EAP makes sure when issues arise, they are here for support . Reasons why your employees need an EAP:

- ◆ Receive support when they don't feel like themselves
- ◆ Improve personal relationships
- ◆ Make healthy lifestyle choices
- ◆ Improve and inspire daily life
- ◆ Be more present and productive at work
- ◆ Grow personal and career skills
- ◆ Access legal/financial resources and services
- ◆ Work-life resources and referrals

Support for HR professionals and managers includes:

- ◆ Dedicated portal with marketing materials, tip sheets, webinars and more to help you engage employees and promote their well-being
- ◆ Unlimited consultations with our management consultation and support teams
- ◆ Formal management referrals
- ◆ Critical incident response
- ◆ Live and on-demand trainings

Employee Support

No matter what issues your employees are facing, your EAP is the perfect first step for them and their household members.

Counseling

We offer several different ways for employees to access services with EAP clinicians. Counseling is available in a variety of ways based on member preference including in-person, virtual or over the phone.

Legal Resources

Navigating the legal system can be overwhelming and confusing. Lucet offers online tools like will builders, business agreements and other standard legal documents. We also provide one no-cost 30-minute telephonic consultation with a credentialed legal professional.

Financial Support

Everyone can use financial advice from time to time. Lucet offers resources including financial calculators, tax preparation documents and one no-cost to the employee 30-minute telephonic consultation with a credentialed financial professional per issue.

Life Coaching

Telephonic life coaching services are designed to promote self-awareness, clarify visions, values, intentions and goals. This service builds on strengths that employees already have to help them set and achieve their goals.

Work/Life

Work/life services can help employees tackle their to-do lists with specialists who can locate providers, get referrals and find resources for almost anything employees and their household need. Resources may include family and caregiving, education, legal, financial, eldercare, contractors, work and health.

Online Services

Our comprehensive member portal, as well as our Lucet EAP mobile application, make it easy to access information regarding EAP benefits and requesting services. The portal and app offer referrals via online intake.

We're always here.

Life happens regardless of day or time. **We are available 24 hours a day, 365 days a year.** Whenever your employees need to reach out, we are here.

Immediate Support

The Lucet EAP Crisis/ Engagement Center is available 24/7, including weekends and holidays, with all calls answered live with immediate intake triage and assessment. We assess for mental health and substance use disorders, urgency, and the level of care necessary to address the member's immediate needs. The assessment includes the following screening tools, where clinically appropriate:

- Patient Health Questionnaire (PHQ-9) to screen for and measure the severity of depression.
- Generalized Anxiety Disorder Assessment (GAD-7) to assess the severity of generalized anxiety disorder.
- CAGE Questionnaire to assess substance use.
- Columbia-Suicide Severity Rating Scale (C-SSRS) questionnaire to assess suicide risk.

Management Support

Lucet EAP provides assistance with employee personal relations, so managers, supervisors and human resource professions can focus on workplace operations and performance. Through curated management support, all of your employees have the support they need for their wellbeing and success.

Unlimited management consultation

Experienced clinicians are available any hour, any day to talk through what's on your mind regarding employees, your role and help you develop practical solutions.

Formal management referrals

Lucet EAP has a specialized team of management consultants, available 24/7, including weekends and holidays, with demonstrated experience working with clients/individuals across industries. The management consultant team is the client's resource for initiating a management referral.

Critical incident support (onsite/virtual)

When a traumatic incident or times of tension affect your business, it's common to panic. But you don't have to. Lucet's EAP is available 24/7 to help keep your employees and business on track through difficult and stressful times. Our network includes vetted, critical incident response specialists across the nation who have undergone special crisis training and have years of critical incident onsite service experience and/or support for a critical incident, such as an employee death, community violence or a natural disaster. Critical incident services hours are available on a fee-for service basis.

Life coaching

Connect by phone with a coach for support with non-clinical concerns such as career/professional support, family/parenting, personal development, spiritual awareness, fun and enjoyment, social connectedness, stress management, health/wellness, and personal finance, as examples.

Training

Lucet offers over 200+ training programs, including monthly live webinars and access to a vast library of recorded webinars available on-demand. Training hours are available on a fee-for-service basis with sessions provided via an online webinar (live or recorded).

Dedicated Website

An EAP management portal is available, and includes promotional materials, timely topics for supervisors, the ability to request training online and much more.



We've got your back

Available by phone 24/7/365, an experienced team of clinicians is available to managers to provide consultation and referral and support for a critical incident. Services include support for workplace trauma and violence, an acquisition/reduction in force, employee engagement and productivity, and mental health or substance abuse issues being experienced by an employee.



Scan to learn more at
[LucetHealth.com](https://www.LucetHealth.com)

◆ Let's improve your organization's well-being, together.

Lucet's Employee Assistance Program (EAP) is designed to help your employees manage their mental health and access resources to assist them in all areas of their lives outside of their occupation.

Get in touch to learn more, today.

Blue Cross and Blue Shield of Louisiana and its subsidiary, HMO Louisiana Inc., are independent licensees of the Blue Cross Blue Shield Association. Lucet is an independent company offering behavioral health solutions and services on behalf of Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.