

# Helping individuals, helping companies

CORE EAP Services



A CORE telephonic Employee Assistance Program (EAP) is provided as a service to Principal Life Insurance Company's group insurance customers. The CORE EAP is provided by Magellan Health Services at no additional cost to employees. The EAP can assist you, your employees and eligible household members with a wide variety of issues that can impact on-the-job performance.

## CORE EAP SERVICES FOR EMPLOYEES

- Confidential telephone consultation 24 hours a day, seven days a week
  - ▶ Calls are answered by licensed mental health professionals
  - ▶ Unlimited access to services
  - ▶ Designated toll-free number
  - ▶ Referrals to community resources
  - ▶ Referrals to child and elder care resources in your area
  - ▶ Legal and financial referrals to community resources
  - ▶ Private Magellan Self-Screening Service and wellness library
- Assistance and guidance on a wide variety of concerns including (but not limited to):
  - ▶ Family, relationship and parenting issues
  - ▶ Child and elder care needs
  - ▶ Emotional and stress-related issues
  - ▶ Conflicts at home or work
  - ▶ Alcohol and drug dependencies
  - ▶ Health and wellness issues
- Online services at [www.MagellanHealth.com](http://www.MagellanHealth.com)
  - ▶ View information and wellness-related articles on topics such as family concerns, violence, substance abuse, grief and loss, education and workplace issues
  - ▶ Click on links to additional resources on topics ranging from ADD/ADHD to victim resources
  - ▶ Choose from a variety of interactive tools, provider search engines and self-screening assessments

## SERVICES FOR MANAGERS AND SUPERVISORS

- EAP management consultation services:
  - ▶ Help managers recognize and address work-related problems
  - ▶ Coach managers in the process of supportive-confrontation
  - ▶ Assist managers with documentation and follow-up
- EAP works in conjunction with your company's personnel policies
- Critical Incident Stress Management (CISM) providing on-site counselors at your workplace when critical incidents occur
- Ongoing promotional pieces highlighting various issues facing employees in balancing work and home responsibilities and how the EAP can help
- Online manager support at [www.MagellanHealth.com](http://www.MagellanHealth.com)

This flyer provides general information about EAP services available to customers of Principal Life Insurance Company. The EAP is not part of the insurance contract. Magellan Health Services is responsible for all services provided through the EAP. Contact your local sales representative for more information.

WE UNDERSTAND WHAT YOU'RE WORKING FOR.®



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