

# Magellan Health Services EAP Report

## EAP Glossary

### General:

#### **BOB - Book of Business/Magellan Norm:**

This measure provides a comparison point based on Magellan's group of customers. For measures other than work-life, legal/financial, and work place support, the measure includes customers with the same EAP session model type. For these three areas, the Magellan group of customers includes all customers with the specialty service. Note, at this time, the book of business may include customers of varying size, demographics, industry, and practices for EAP program promotion – all factors which impact how this group of customers compares to an individual customer.

#### **Reporting Periods**

Graphs are displayed in aggregate form based on the start day of your program's fiscal year (rather than the ending month of your program's fiscal year).

#### **Trending**

The new report includes a three year comparison of key data points, displayed as annualized per 1,000 calculations (average membership \* the number of days in the report period) to allow for trending over time.

#### **TPT – Training participants**

**Additional Members present** – count of the maximum number of people who attended a face to face session with a member.

### **Core EAP Services – Summary**

#### **Improvement in Home and Work**

Percent of members reporting Improved or Much Improved ability to function at home or work as indicated by participant survey response. Data is included based on receipt of the survey results during the reporting period. Surveys are distributed to all EAP registered users via email blast from Magellan, hard copy authorization packet, and surveys submitted via the Magellan website.

### **Counseling Cases Resolved within EAP**

Percent of completed counseling cases resolved without referral to benefit covered behavioral health treatment such as outpatient counseling. Numerator = number of completed counseling cases resolved without benefit covered referral. Denominator = total number of counseling cases where resolution was identified.

### **Overall Satisfaction**

Percent of positive responses to the Overall Satisfaction question for each program divided by the total number of surveys returned for each program. Data is included based on receipt of the survey results during the reporting period. Surveys are distributed to all EAP registered users via email blast from Magellan, hard copy authorization packet, and surveys submitted via the Magellan website.

### **Overall Utilization**

Overall Utilization includes the following data points:

#### ***Counseling and Consultations***

Count of requests for assistance with emotional, family, relationship or work related issues including counseling cases, supervisor consultations, legal/financial cases, work-life cases and any other specialty program cases except International.

Data will be displayed as an annualized utilization rate per 1000 (average membership \* the number of days in the report period) for comparison purposes.

#### ***Training and CISM***

Count of participants attending CISM or Training events.

Data will be displayed as an annualized utilization rate for comparison purposes.

#### ***Website User Sessions***

Count of unique user initiated sessions.

Data will be displayed as an annualized utilization rate per 1000 for comparison purposes.

### **Services Accessed as Percent of Total**

Included here is a count of Registered EAP Counseling Cases, Specialty Program Cases, Training Participants, CISM Participants and Web Services.

Data will be displayed as a percent of total.

### **Counseling Cases – Top 10 Presenting Issues**

Listed here will be a count of EAP Counseling Cases broken out by most common problem type.

Data will be displayed as an annualized utilization rate per 1000 for comparison purposes.

### **Demographics and Referral Source – Top 5**

Listed here will be a count of Registered EAP Counseling and Consultation Cases broken out by Age (will be included on future reports – data currently not available), Gender, Information Source and Client Category as reported by the participant at the time of intake.

Data will be displayed as a percent of total based on the top 5 categories utilized. Categories that are not utilized will not be displayed.