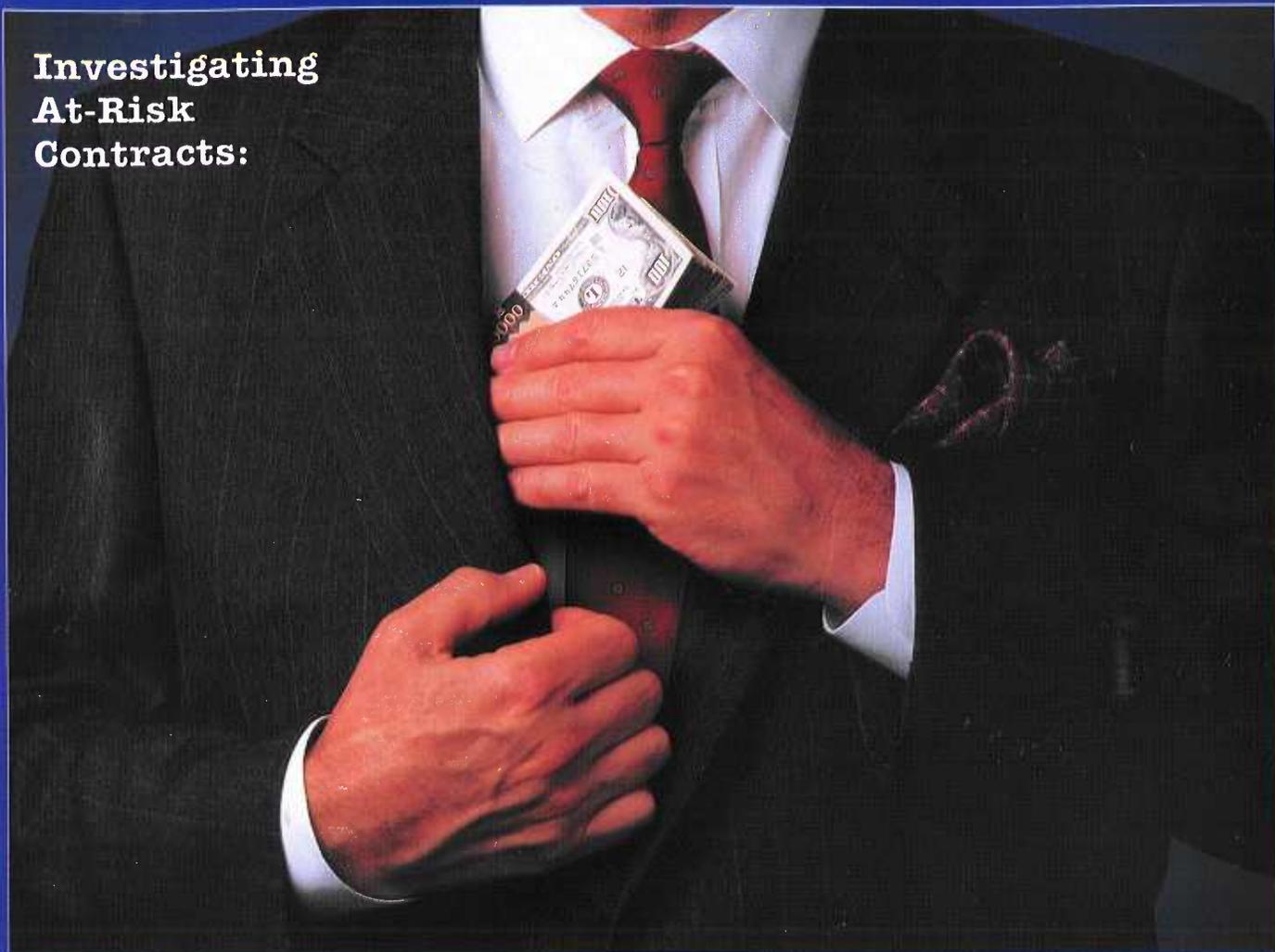


The Voice of Employee Assistance Programs

March/April 1995

EAP Digest™

**Investigating
At-Risk
Contracts:**



Who's Really 'At-Risk'?

PLUS:

Effects of the New FAA Drug-Testing Regs on Employee Rehabilitation

Why Accident Rates in Maryland Have Tumbled

The Not-So-Golden Years: Eldercare Issues at Work

Getting Involved, Arkansas Style



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**A Professional's Guide To
EVALUATING YOUR EMPLOYEE ASSISTANCE AND MANAGED
BEHAVIORAL CARE PROGRAM**

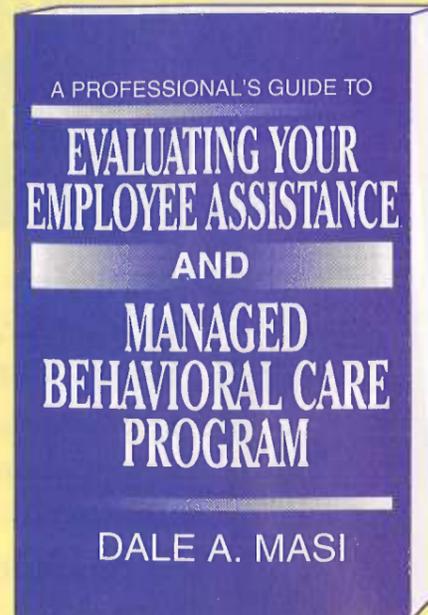
**A Must for Anyone Overseeing
an EAP or Managed Behavioral Care Program**

Employee Assistance Programs (EAP) and Managed Behavioral Care (MBC) programs can hold down costs while ensuring quality care. Yet how do you know your program is working for your organization's best interests? Is your company in legal jeopardy because your EAP or MBC is not following federal and state statutes? Can your EAP or MBC prove its cost-effectiveness? Is either program being undermined by employee dissatisfaction?

There's never been a resource for answering these and other questions—until now. *A Professional's Guide to Evaluating Your Employee Assistance and Managed Behavioral Care Program* is thorough and complete, covering every aspect of program evaluation, from utilization to cost-effectiveness, credentialing to accreditation, and monitoring referral lines to inspecting physical facilities.

CONTENTS

- Chapter 1** — Defining Employee Assistance Programs, Managed Behavioral Care, and the Integrated Program; Implications of Health Care Reform
- Chapter 2** — The Methodology of Evaluation
- Chapter 3** — Total Quality Management
- Chapter 4** — Accreditation
- Chapter 5** — Monitoring Access Lines and Observing Physical Facilities
- Chapter 6** — Role of Management Information Systems
- Chapter 7** — Measuring Employee Satisfaction
- Chapter 8** — Clinical Review/Data Findings
- Chapter 9** — Computing Cost Effectiveness/Cost Benefit
- Chapter 10** — Monitoring Counselor/Provider Credentials



Dale A. Masi, DSW, is a professor at the University of Maryland's School of Social Work and an adjunct professor at the College of Business and Management. In addition, she is CEO and president of Masi Research Consultants, Inc., of Washington, D.C., a firm specializing in EAP/Managed Behavioral Care design, implementation, and evaluation. Masi spent five years as director of the Office of Employee Counseling Services in the U.S. Department of Health and Human Services, Office of the Secretary, and currently serves as consultant to many corporations, government agencies, and universities, including the American Management Association, Chase Manhattan Bank, IBM, Merrill Lynch, Mobil Chemical, Toyota, and the U.S. Postal Service. *A Professional's Guide to Evaluating Your Employee Assistance and Managed Behavioral Care Program* is Masi's seventh book. She is also author of *The American Management Association Handbook for Designing Employee Assistance and Counseling Programs*, *AIDS Issues in the Workplace*, and *Drug Free Workplace*.

With a foreword by Carl Tisone, Chairman of PPC, Inc., and President of PPC International.

The Voice of Employee Assistance Programs

EAP Digest™

Vol. 15 Issue 3

March/April 1995

COVER STORY:



18 Who's Really 'At-Risk'?

Investigating At-Risk Contracts

—James T. Wrich

Financial-risk contracting for "carved-out" mental health and substance abuse services is a money tree for some managed behavioral care vendors. One contract audit revealed that little more than 30% of employer premiums resulted in payments for services—that's two-thirds of the contract value for administrative expenses and profit.

PLUS...

46 Getting Involved, Arkansas Style in Close-Up

When Jimmie Wooding, MS, CEAP, and other Arkansas based EAP professionals learned about proposed legislation to prohibit EAPs for state agencies, they took action. Here's what happened, and what they learned along the way.

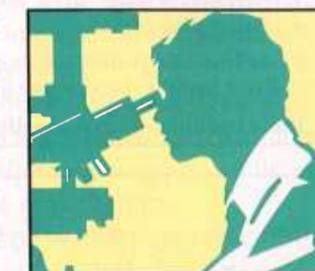
- 7 In-House
- 8 Transitions
- 10 News Update
- 13 Treatment Directory
- 14 Odds & Ends
- 42 Consultants Directory
- 44 In the Marketplace
- 44 Calendar
- 45 Advertisers Index
- 45 Classified
- 46 Close-Up

FEATURE STORIES:

29 Effects of the New FAA Drug-Testing Regs on Employee Rehabilitation

Parts of the DOT regulations that took effect earlier this year may place EAP professionals at greater risk of liability. Do you know which ones? Also, how might these regs increase opportunities for EAPs and treatment professionals? A close look at the effects of these new regs with a look at how they may impact the workplace down the road.

By Abby Anderson, MS, CEAP, William Wiecheteck, MD, MPH, CMRO, and Jules Van Schelt, MBA, MA, CPC



33 The Not-So-Golden Years: Eldercare Issues at Work

Caring for an aging relative can be stressful and overwhelming. Such stress can hit the workplace hard in terms of lost days, higher health care costs, and lower productivity. The authors

argue that you don't need to be an expert on the issues to help make a difference in caregivers' lives.

By Enid Pritikin, MSW, LCSW, and Trudy Reece, MSOT, OTR

36 Why Accident Rates in Maryland Have Tumbled

Throughout the '80s, the State of Maryland Accident Fund was advising private- and public-sector policyholders that they needed to implement accident investigations, health and safety training, EAP, wellness, and

other programs and procedures to control accident rates and costs. Then, in 1989, the state decided that what was good for the gander was good for the goose. By Wanda Purdy, ARM

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