Dear Blue Cross NC Manager,

At Blue Cross NC, we are committed to helping our employees stay happy, healthy, and productive. We know that the demands of work and life can be challenging at times. That is why we have partnered with Carelon Behavioral Health, a health improvement company that specializes in mental and emotional well-being and recovery, to provide employee assistance program (EAP) services to our employees and their immediate family members.

The EAP provides information, referrals, and support to help employees manage life’s challenges. It can help managers:

* Coach employees who are having performance issues
* Refer employees to the EAP
* Navigate workplace changes
* Take steps if there is concern that an employee is misusing drugs or alcohol or is in danger
* Take steps if changes in an employee’s behavior are noticed such as anger, withdrawal, or moodiness
* Support your employees by providing crisis intervention during difficult times

You and your employees can reach the EAP 24 hours a day, seven days a week at (877)-764-5643. Licensed, experienced counselors will address concerns and provide referrals.

Employees can also access the EAP’s website, Carelon Wellbeing, at [www.](http://www.)carelonwellbeing.com/BCBSNC.

Carelon Wellbeing has articles, videos, assessments, and calculators on health and wellness information. It has a special section for managers called Manager Toolbox located in the quick links.

The EAP can help employees resolve issues before they become larger ones. As a manager, you can play a role in encouraging employee use of the program at the first sign of an issue that could affect quality of life and job productivity.

Sincerely,

Blue Cross NC Benefits Team