

	KANSAS CITY, MO POLICE DEPARTMENT	DATE OF ISSUE	EFFECTIVE DATE	NO.
	<b>PERSONNEL POLICY</b>	08/24/2016	08/24/2016	820-5
SUBJECT			AMENDS	
Policy Series 800: Member's Health 820 - Employee Assistance Program (EAP)				
REFERENCE		RESCINDS PPBM: 820-4		

## \*I. INTRODUCTION

The Departments Employee Assistance Program (EAP) is administered by New Directions and provides assistance to department members, their spouse or domestic partner, and their dependents up to the age of 26. The EAP is a program to assist with both work and non-work related issues: marriage, children, stress, emotions, finances, assistance with identifying an attorney, healthy lifestyles and personal growth.

## II. POLICY

- A. Eligible covered persons may receive short-term care with the EAP at no cost. Department members enrolled in any of the department sponsored health care plans through Blue Cross Blue Shield of Kansas City also have mental health benefits available to them. All applicable co-pays/deductibles apply.
- B. Some individuals seeking assistance may be referred to community resources for highly specialized or long-term treatment. When possible, several referral sources will be given to the individual, and the New Directions counselor will match the resource with the individual's financial situation and/or health care benefit to reduce costs incurred.
- \*C. In accordance with HIPAA guidelines, department administrators will not be provided with the identity of any individual seeking information about assistance or actually participating in the program. (For further information regarding HIPAA guidelines visit: [www.HHS.GOV/HIPAA](http://www.HHS.GOV/HIPAA)).
- \*D. The EAP program is free and completely confidential.
- E. Specific case information will not be made available to the Department without a signed and notarized release form by an individual.
- F. For billing purposes, only statistical information regarding the amount of service provided by New Directions will be reported to the Department.
- G. Counselors are available twenty-four (24) hours a day to talk with a department member, their spouse or domestic partner, and their dependents. Based on the assessment of need, a counselor can be dispatched if a crisis situation exists.

- H. A variety of day and evening appointment times are available at office locations throughout the Kansas City metropolitan area.
- \*I. Department members, their spouse or domestic partner, and their dependents will receive up to six (6) face to face visits per issue in a rolling calendar year with a licensed therapist at no cost.

### III. PROCEDURES

- \*A. Any eligible covered person may contact New Directions twenty-four (24) hours a day at (800) 624-5544 or (816) 237-2352.
- B. The caller will have to identify himself or herself as a department member, spouse, domestic partner or dependent in the member's household. Each eligible person must provide health care insurance information for referral purposes.
- C. The counselor will assess the level of immediate need. If it is a crisis situation, a counselor will be dispatched to personally meet with the client.
- D. The Department will pay for all services performed through the EAP; however, members will be responsible for referral treatment for long-term or specialized care not covered by their health care insurance.
- E. In addition to the EAP, any member who wishes to receive personal counseling from a clergy member may contact any of the Police Chaplains listed on the department telephone directory.

Darryl Forté  
Chief of Police

Adopted by the Board of Police Commissioners this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

Michael Rader  
Board President

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