

Employee Assistance Program Overview for All Health Plans

Commonwealth of Virginia Health Benefits Program

July 2025



Virginia Department of Human Resource Management

What is an EAP?



An employee assistance program (EAP) provides quick and easy access to no cost short-term solution-focused resources to help meet the challenges of everyday life. Contact with the EAP is entirely confidential.



Available to covered members, and their household members.



Up to 4 no cost counseling visits per issue per plan year (face-to-face, telephonic, or virtual).

Which EAP do I use?

Benefits are dependent on employee's health plan election

COVA Care and COVA HDHP – Statewide; Waived and Wage Employees

- Anthem EAP 855-223-9277 www.anthemead.com/cova
- Contact: Linda Pace, linda.pace@anthem.com

COVA HealthAware - Statewide

- Aetna EAP 888-238-6232 www.resourcesforliving.com Username: COVA Access Code: COVA
- Contact: Janice Edmonds-Scott, edmonds-scottj@aetna.com

Sentara Health Plans Vantage HMO – Available to Employees in the Eastern Region of Virginia

- Sentara Health Plans EAP 800-899-8174 www.sentaraeap.com username: COVA
- Contact: Suzanne Fullwood, sbstewa1@sentara.com

Kaiser Permanente HMO – Available to Employees in the Northern Virginia Region of Virginia

- Kaiser EAP 866-517-7042 <http://www.carelonwellbeing.com/kaiser>
- Contact: Monica Byers, monica.byers@carelon.com

Details by Plan

EAP Resource	COVA Care & COVA HDHP – Waived and Wage Employees	COVA HealthAware	Kaiser Permanenta HMO	Sentara Health Plans Vantage HMO
24/7 service center	855-223-9277	888-238-6232	866-517-7042	800-899-8174
Member crisis line	855-223-9277 option 1	888-238-6232	866-517-7042	800-899-8174
Website resources	www.anthemead.com/cova	www.resourcesforliving.com Username & Access Code: COVA	www.carelonwellbeing.com/kaiser	www.sentaraeap.com Username: COVA
Alternative counseling resources	- Headway self-scheduling via EAP website - LiveHealth Online Call 855-223-9277 for info - Talkspace via EAP website	Talkspace Access via above website Log in	Talkspace Access via above website Log in: Commonwealth of Virginia	N/A
Digital emotional well-being resources	Learn2Live Sign up via EAP website	Resources for Living and Mind Companion Self Care	N/A	Mental well-being assessment – EAP Website
Legal services	Free 30-minute consultation* and web resources	Free 30-minute consultation* and web resources	Free 60-minute consultation for family law*; free 30-minute consultation for other issues*	Free 30-minute consultations (unlimited) with qualified attorneys
Financial counseling	Unlimited telephonic financial counseling	Free 30-minute consultation* and web resources	Free 60-minute consultation	Two 30-minute sessions (unlimited) with a financial expert
Identity monitoring/assistance	Sign up via the Anthem EAP website	Free 60-minute consultation for identity theft* and resource guide kit	Free 60-minute consultation for identity theft* and resource guide kit	Two 30-minute sessions (unlimited) with a financial expert. resources
Work-life services	855-223-9277 EAP website	888-238-6232 EAP website	EAP website	Work Life Consultations, legal, financial , online resources

***services are per issue per plan year**



Free Agency Resources provided through Anthem EAP for all employees:

For crisis situations or consultation regarding a workplace trauma response which may involve Critical Incident Response (CIR) to include having a counselor on site or virtual following a tragic event, employee death, or layoff:

Call 855-223-9277

For Free On-Site or virtual Educational and/or Wellness workshops:

View the catalog on www.anthem.com/cova under Manager Tools to choose your training topic(s)

Contact Linda Pace at linda.pace@anthem.com or 804-814-0687 to schedule

If you believe an employee is in crisis and/or a danger to himself/herself or others, and needs to seek immediate intervention, call 911.

Confidential call that does not commit you to a course of action

Helps sort personal reactions from observable behaviors

Directs you to your company's policies and internal resources for additional support

Assists you in understanding the different levels of referrals available

Helps you determine if a referral to the EAP could be of benefit to the employee

If you believe an employee is in crisis and/or a danger to himself/herself or others, and needs to seek immediate intervention, call 911.

Manager Consultations Based on Employee's EAP

Situations that may require immediate action

Threat to self or threat of suicide
Threats to others or location
Domestic violence
Stalking
Victim of crime

Contact 911.

Follow your agency Policies and Procedures related to potential threats, emergency management, employee relations.

*If imminent danger is not a concern, you may also wish to contact the EAP to speak with a clinical consultant to talk through the situation – **Keep in mind the EAP is not able to provide direct support/crisis assessment unless the employee calls us directly.***

Issues outside of the scope of EAP:

- Crisis Management Services
- Fitness for Duty (FFD) Evaluations – R3 Continuum may be an option - <https://r3c.com/>
- Mediation

Please note that Sentara Health Plans offers Workplace Conflict Resolution at a cost to the agency

What you should do if an employee has a complaint about the EAP

Provider Access/Availability:

Encourage the employee to contact the EAP again to make them aware and allow the EAP to provide additional assistance and options.

Service/Process

Issues/Questions: Reach out to the appropriate EAP contact.

EAP
Questions?

Please
Reach Out

**COVA Care and COVA HDHP
Waived and Wage Employees**

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COVA HealthAware

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Sentara Health Plans Vantage HMO

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Your Health Plan Contacts

COVA Care and COVA HDHP

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Sentara Health Plans Vantage HMO

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