



**Employee Assistance Program  
Utilization Report  
Quarter II 2025  
COMPANY NAME**

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# Executive Summary

## Employee Assistance Program Utilization Summary

The EAP services report is based on claims paid, up until June 30, 2025, for services offered during the reported period. EAP providers have ninety (90) days, in which, to submit claims after the date of service. Therefore, the utilization data may differ depending on the date the report was generated. Maturity of the data is crucial when comparing reporting periods.

### Company Name EAP Utilization

- Of an average of 4,311 covered members, 23 received EAP services. This number includes employees and dependents that received counseling services and or telephonic interventions.
  - 42 calls were received for the coordination of services.
  - 252 participated in educational activities.
  - 23 members received services from an EAP provider totaling in 41 visits.
  - 0 Virtual services were provided to associates.
- 76% of the EAP services offered were utilized by employees while the remaining 24% was utilized by dependents.
- 24% of the presenting problems that resulted in EAP services were correlated to Problems Related To Employment And Unemployment.
- The top three concerns presented by the members using the EAP services were:

Presenting Problem	Cases
Problems Related To Employment And Unemployment	10
Problems Related To Other Psychosocial Circumstances	9
Other Problems Related To Primary Support Group, Including Family Circumstances	9



- A total of 41 sessions were accounted for during the reported period. The distribution of the 41 visits rendered, during the reported period, is as follows:

New Cases	7
Follow-up Visits	34
<b>Total</b>	<b>41</b>

### **Call Center**

During the reported period, there were a total of 42 calls, which resulted in the coordination of some type of direct service.

### **Educational Activities**

FHC is committed in assisting people enjoy a better quality of life. These activities offer educational EAP efforts in a variety of ways, such as webinars, health fairs and info booths. A total of 10 hours of training were provided with an attendance of 252 employees.

Activities	Date
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# Employee Assistance Program (EAP)

Company Name

YE 2025

Quarter II 2025

## Utilization Rate

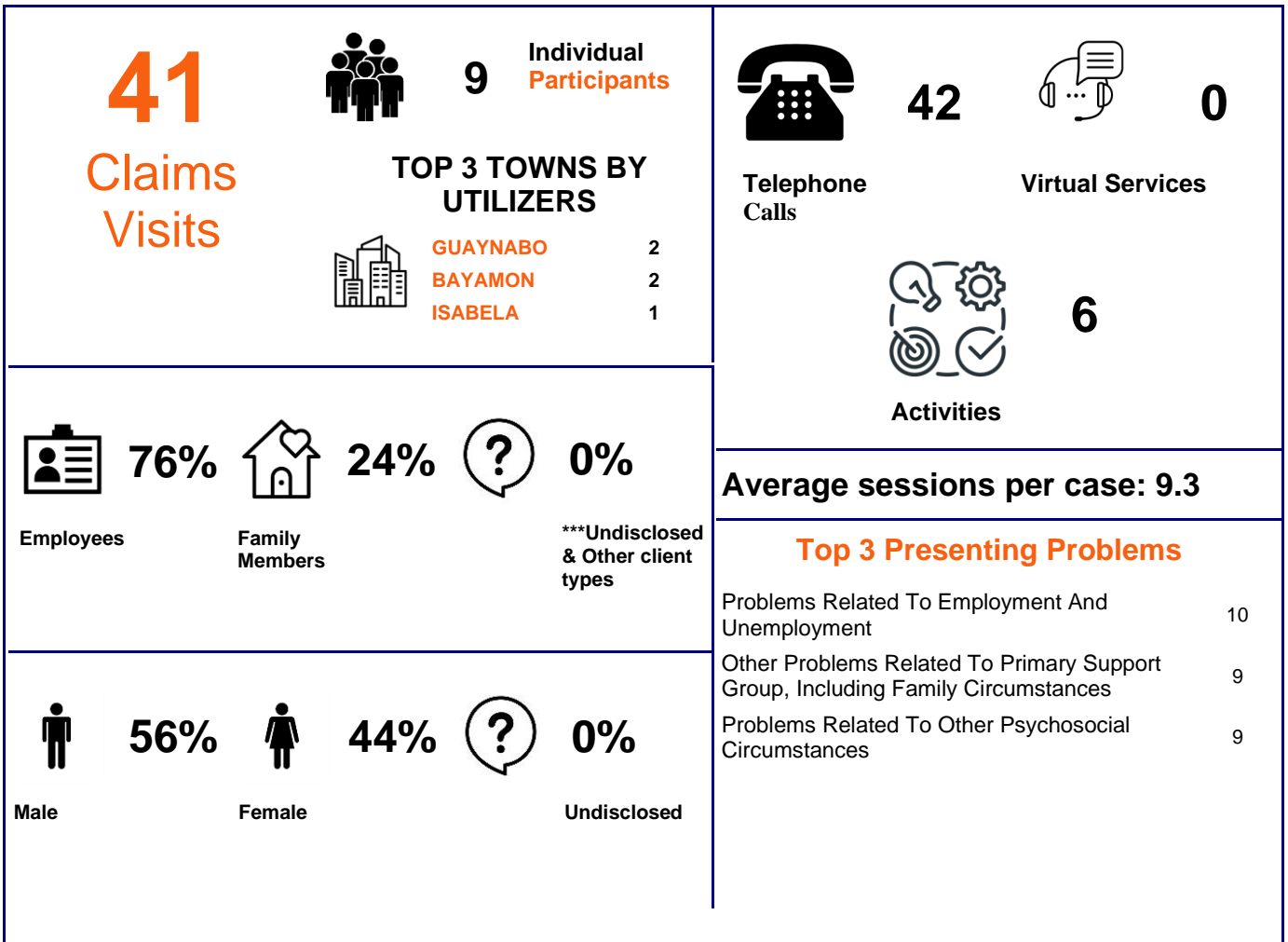
Users' vs employees enrolled

LMPR - 0.33%

Combine

LCPR - 0.05%

0.21%



**Company Name**  
**Employee Assistance Program Report**  
**Quarter II 2025**

## Company Name

### EAP Utilization Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVG
Membership	4,403	4,389	4,360	4,265	4,309	4,142	0	0	0	0	0	0	4,311

- Membership includes all members eligible for services, also known as Covered Lives.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Calls Received	0	14	8	8	6	6	0	0	0	0	0	0	42

- Calls Received is the number of calls received through the EAP dedicated line.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
New Utilizing Members	2	3	2	1	1	0	0	0	0	0	0	0	9

- New Utilizing Members are unique users who accessed EAP services during the reported period. Some members may have received more than 1 visit during a month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
EAP Visits by Claims	2	12	10	8	7	2	0	0	0	0	0	0	41

- An EAP visit is a measure of services based on paid claims. An EAP visit is considered a session (encounter) with a provider.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Utilizing Members per month	2	5	4	6	4	2	0	0	0	0	0	0	23

- The total utilizing members per month is the number of unique members who generate the monthly paid claims.

EAP Visits by Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
New Cases	0	3	2	1	1	0	0	0	0	0	0	0	7
Follow-up Visits	2	9	8	7	6	2	0	0	0	0	0	0	34
<b>Total</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>

- EAP visits by type are based on paid claims.
- Initial evaluation is a visit where the clinical provider completed a comprehensive EAP evaluation, recording the essential information required to make a recommendation.
- Follow-up visit is a visit where the member receives services from a clinical provider, therefore managing a determined life situation.

## Company Name

### Virtual Services

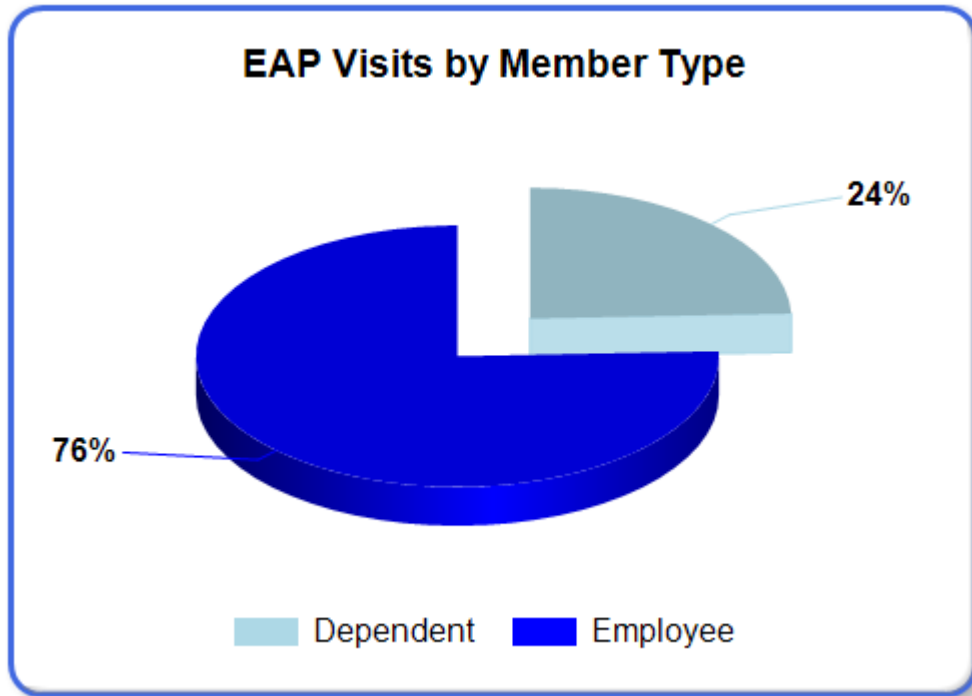
Claims	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Virtual Counseling	0	0	0	0	0	0	0	0	0	0	0	0	0
Unique Members	0	0	0	0	0	0	0	0	0	0	0	0	0

## Company Name

### EAP Utilization by Member Type

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Employee	0	9	10	7	4	1	0	0	0	0	0	0	31
Dependent	2	3	0	1	3	1	0	0	0	0	0	0	10
<b>Total</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>

- Dependent: A member who is eligible by virtue of a family relationship with the employee who is covered by the EAP service (spouse and children).
- Total EAP visits are based on monthly paid claims.

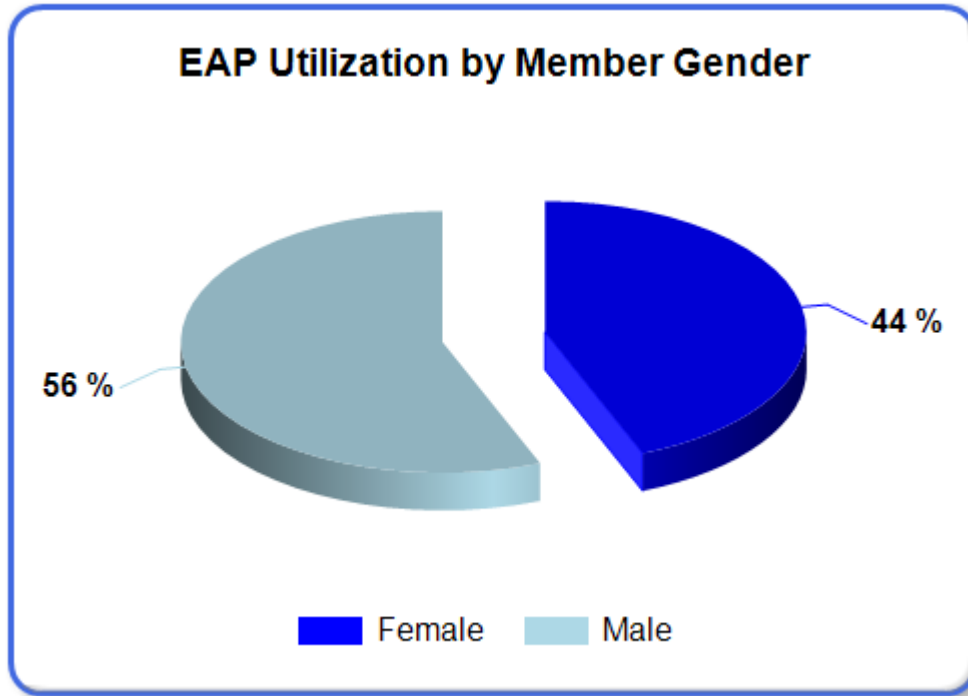


## Company Name

### EAP Utilization by Member Gender

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Female	1	5	5	3	3	1	0	0	0	0	0	0	18
Male	1	7	5	5	4	1	0	0	0	0	0	0	23
<b>Total</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>

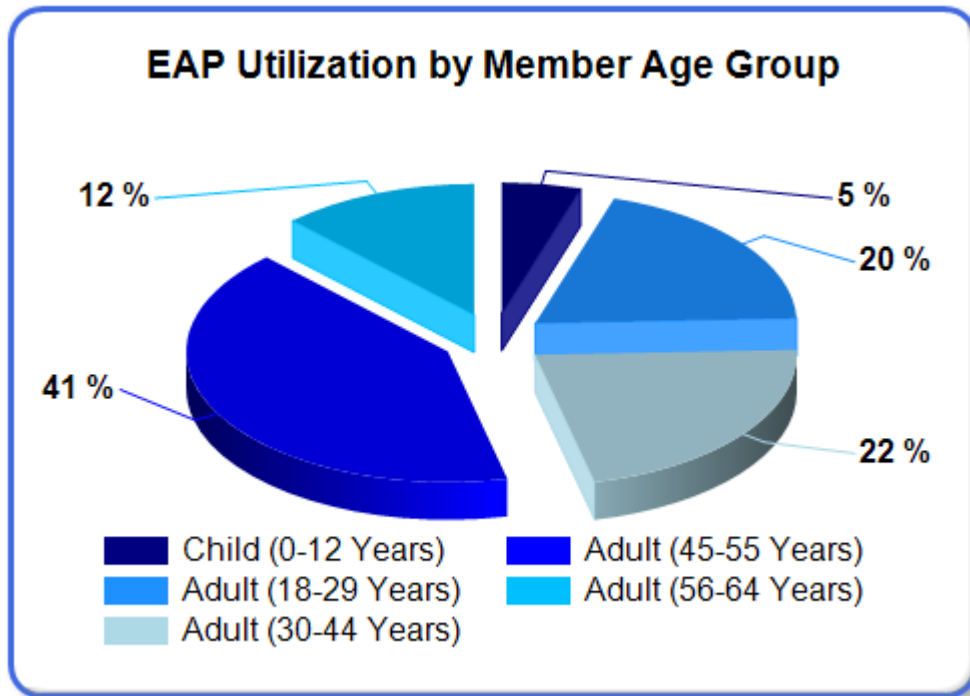
- Total utilizing members by gender, are based on EAP visits.



## Company Name

### EAP Utilization by Age Group

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Child (0-12 Years)	1	1	0	0	0	0	0	0	0	0	0	0	2
Adult (18-29 Years)	1	2	0	1	3	1	0	0	0	0	0	0	8
Adult (30-44 Years)	0	4	4	1	0	0	0	0	0	0	0	0	9
Adult (45-55 Years)	0	5	3	5	3	1	0	0	0	0	0	0	17
Adult (56-64 Years)	0	0	3	1	1	0	0	0	0	0	0	0	5
<b>Total</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>



## Company Name

### EAP Utilization by Presenting Problem

Presenting Problems	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Problems Related To Employment And Unemployment	0	2	3	2	3	0	0	0	0	0	0	0	10
Other Problems Related To Primary Support Group, Including Family Circumstances	0	3	3	2	0	1	0	0	0	0	0	0	9
Problems Related To Other Psychosocial Circumstances	0	4	4	1	0	0	0	0	0	0	0	0	9
Problems Related To Education And Literacy	1	2	0	1	0	0	0	0	0	0	0	0	4
Problems Related To Lifestyle	0	0	0	2	1	1	0	0	0	0	0	0	4
Problems Related To Social Environment	0	0	0	0	3	0	0	0	0	0	0	0	3
Persons Encountering Health Services For Other Counseling And Medical Advice, Not Elsewhere Classified	1	1	0	0	0	0	0	0	0	0	0	0	2
<b>Total</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>

## Company Name

### Activities Report

Strategies for Mental Health in Challenging Times	Mariangelli Orellana Vázquez	03/20/2025	25 Attendees
		03:00 PM - 04:00 PM	1 hour
Strategies for Mental Health in Challenging Times	Mariangelli Orellana Vázquez	03/20/2025	48 Attendees
		10:00 AM - 11:00 AM	1 hour
Strategies for Mental Health in Challenging Times	Mariangelli Orellana Vázquez	03/19/2025	27 Attendees
		10:00 AM - 12:00 PM	2 hours
Strategies for Mental Health in Challenging Times	Mariangelli Orellana Vázquez	03/18/2025	16 Attendees
		03:00 PM - 04:00 PM	1 hour
Strategies for Mental Health in Challenging Times	Mariangelli Orellana Vázquez	03/18/2025	11 Attendees
		10:00 AM - 11:00 AM	1 hour
Critical Incident Response.	Javier Laboy	02/20/2025	125 Attendees
		09:00 AM - 01:30 PM	4 hours

## Company Name

### Definitions

The EAP services report is based on paid claims for services offered during the reported period.

1. **Calls Received:** Number of calls received through the EAP dedicated line.
2. **Dependent:** A member who is covered by virtue of a family relationship with the member who is covered by the EAP service (spouse and children).
3. **EAP Visits:** A measurement of services for determining billing of clinical care. An EAP visit is considered a session (encounter) with a provider.
4. **Follow-up Visit:** Sessions where the client had a previous visit with the provider prompted by a determined life situation.
5. **Initial Evaluation:** Visits where the provider completed a comprehensive EAP evaluation, recording the essential information required to make a recommendation.
6. **Membership:** Membership includes all members eligible for services, also known as Covered Lives.
7. **New Utilizing Members:** Unique users who accessed EAP services during the reported period. Some members may have received more than 1 visit during a month.
8. **Presenting Problem:** Initial symptom or concern motivating the member to consult an EAP provider. The presenting problem is documented throughout the EAP report between emotional/psychosocial conditions that can be resolved within the EAP program. Medical/mental health disorders must be referred to a specialized provider.

