

EMPLOYEE ASSISTANCE PROGRAM

The **Employee Assistance Program (EAP)** is an important benefit for employees enrolled in HMAA’s health plans. EAP services are designed to assist employees with **personal or family problems** such as substance abuse, parenting problems, or financial pressures; and **work-related issues** such as problems interacting with a supervisor or company reorganizations. EAP helps restore and strengthen the health and productivity of employees in the workplace.

EAP Services

The services available through EAP include:

- **Employee Counseling** – Counseling sessions with trained professionals
- **Supervisor Consultations** – Consultations with EAP professionals by telephone or in person about job performance problems being presented by an employee. Together the supervisor and the EAP professional can discuss options for addressing these productivity issues in the workplace.

Up to 6 visits are fully covered per employee per calendar year. These services are through self or supervisor referral, and all sessions are completely confidential.

The following group services are also available:

- **EAP Orientations** – These sessions help employees learn about EAP, how to access it, and how to recognize when someone may need EAP.
- **Group Educational or Counseling Sessions** – These sessions provide consultation to companies or employee teams regarding workplace violence, illnesses, crises, transitions, or performance issues.

Group services are arranged in advance by HMAA, and sessions count toward the 6-visit maximum per employee per calendar year.

Accessing EAP Services

For counseling sessions and consultations, employees and supervisors may call any of the EAP counselors listed below. Please note that this list is subject to change.

For group services, employers should call HMAA’s Provider Services Department at **591-0088** or toll-free at **(800) 621-6998**.

For any other questions regarding EAP, please call HMAA’s Customer Service Center at **941-4622** or toll-free at **(888) 941-4622**.

OAHU		HAWAII		MAUI		KAUAI	
Akamine, Hale S 592-2500	Honolulu	Cassteel, Sindona 329-5800	Kailua-Kona 883-8363 Waikoloa	Bartlemus, Heather A 244-8433	Wailuku	Eager, Beverly R 651-9000	Lihue
Dichner, Mark D 689-8811	Pearl City	Galiano, Cynthia M 938-9971	Kailua-Kona	Freitas, Carol G 281-4310	Wailuku	Stoll, Karin A 632-2010	Lihue
Lebb, Faith Y 488-3399	Aiea	Kondo, Glenn A 935-5687	Hilo	Villanti, Michelle A 870-9886	Makawao	Tyler, Jeffrey E 742-9158	Koloa
Phillips, Julia M 946-4814	Honolulu	Lambe, Tracey W 969-3370	Hilo				
Ray, Susan J 227-6791	Kailua	Swigart, Paul D 877-368-6000	Hilo				
Tillich, Joan C 537-9998	Honolulu	Wasan, Jamal F 895-0444	Waikoloa				
Winter, Jacqueline F 735-1053	Honolulu	883-0922	Waikoloa				