

# Your Employee Assistance Program

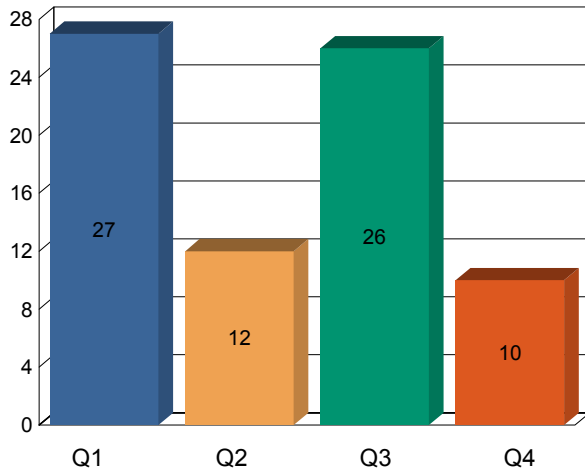
## Annual Utilization Report

### Wisconsin Laborers Health Fund

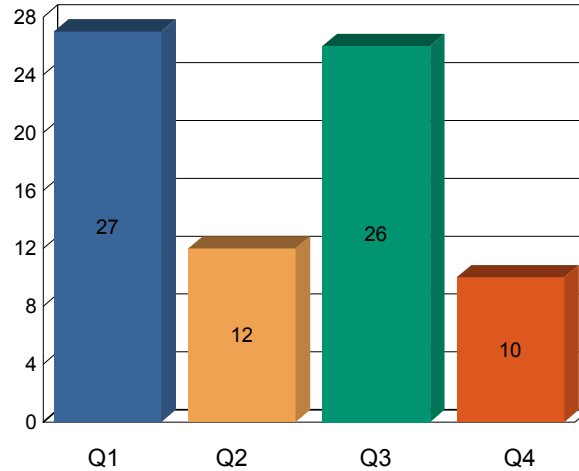
January 01, 2020 - December 31, 2020

EAP Utilization Summary	Q1	Q2	Q3	Q4	YTD Total	YTD Annualized %	YTD Annualized %-Book of Business
Total Employees	6592	6592	6592	6626	6601		
Employees/Household Members/Managers With Any EAP Contact	27	12	26	10	75	1.14%	8.82%
Employees/Household Members/Managers Calling EAP for Services	27	12	26	10	75	1.14%	5.40%
Employees/Household Members Referred to EAP Counselor	7	4	12	2	25	0.38%	3.35%

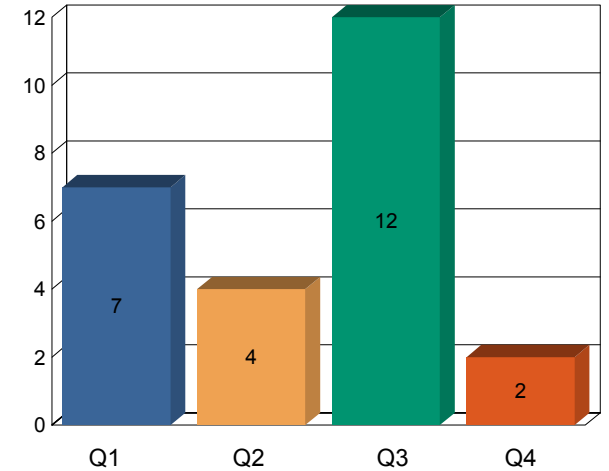
**Employees/Household Members/Managers With Any EAP Contact**



**Employees/Household Members/Managers Calling EAP for Services**



**Employees/Household Members Referred to EAP Counselor**



# Your Employee Assistance Program

## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Book of Business Telephonic Response Summary	Q1	Q2	Q3	Q4	YTD Total
Average Speed of Answer	16.33	4.33	7.67	8.33	9.17
Abandonment Rate	1.73%	0.17%	0.61%	0.71%	0.81%

Total Employee Calls	Q1	Q2	Q3	Q4	YTD Total
Total Employee Calls	13	4	15	4	36



**Your Employee Assistance Program**  
**Annual Utilization Report**  
**Wisconsin Laborers Health Fund**  
**January 01, 2020 - December 31, 2020**

EAP Information Source	Q1	Q2	Q3	Q4	YTD Total	Percentage
Promotional Materials	0	0	1	0	1	2.78%
Prior EAP	0	0	1	0	1	2.78%
Supervisor/HR	11	3	7	3	24	66.67%
Medical	1	0	2	0	3	8.33%
Condition Care	0	0	0	0	0	0.00%
My Health Coach	0	0	1	0	1	2.78%
Complex Care	0	0	0	0	0	0.00%
Comprehensive Med Mgmt	0	0	0	0	0	0.00%
Future Moms	0	0	0	0	0	0.00%
Disability	0	0	0	0	0	0.00%
Union	1	1	1	0	3	8.33%
Friend/Coworker	0	0	0	0	0	0.00%
Family	0	0	1	0	1	2.78%
Other	0	0	1	1	2	5.56%

# Your Employee Assistance Program

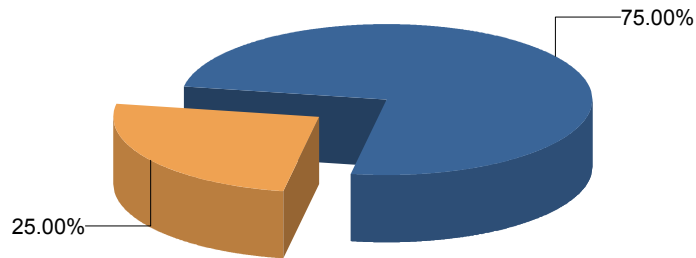
## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Relationship to Employee	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	12	3	14	4	33	91.67%
Household Members	1	1	1	0	3	8.33%

Employee Referred By	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	10	2	13	2	27	75.00%
Employer	3	2	2	2	9	25.00%
Medical	0	0	0	0	0	0.00%
Household Member	0	0	0	0	0	0.00%
Other	0	0	0	0	0	0.00%
N/A (Family Member)	0	0	0	0	0	0.00%



Self	75.00%
Employer	25.00%
Medical	0.00%
Household Member	0.00%
Other	0.00%
N/A (Family Member)	0.00%

# Your Employee Assistance Program

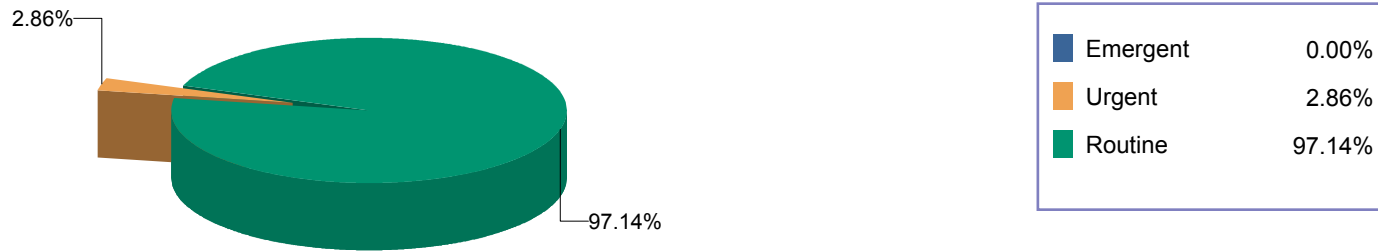
## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Call Status	Q1	Q2	Q3	Q4	YTD Total	Percentage
New Caller	12	4	13	3	32	88.89%
Repeat Caller	1	0	2	1	4	11.11%

Call Acuity	Q1	Q2	Q3	Q4	YTD Total	Percentage
Emergent	0	0	0	0	0	0.00%
Urgent	0	1	0	0	1	2.86%
Routine	12	3	15	4	34	97.14%



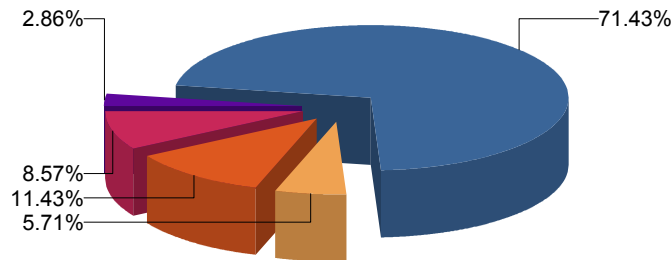
# Your Employee Assistance Program

## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Presenting Problems	Q1	Q2	Q3	Q4	YTD Total	Percentage
Alcohol/Drug	10	2	9	4	25	71.43%
Emotional/Psych	0	1	1	0	2	5.71%
Family Problem/Child	0	0	0	0	0	0.00%
Marital/Couple	1	0	3	0	4	11.43%
Violence/Domestic Abuse	0	0	0	0	0	0.00%
Medical	0	0	0	0	0	0.00%
Legal	0	0	0	0	0	0.00%
Financial	0	0	0	0	0	0.00%
Dependent Care	0	0	0	0	0	0.00%
Work Related	0	1	2	0	3	8.57%
Other Issues	1	0	0	0	1	2.86%



Alcohol/Drug	71.43%
Emotional/Psych	5.71%
Family Problem/Child	0.00%
Marital/Couple	11.43%
Violence/Domestic Abuse	0.00%
Medical	0.00%
Legal	0.00%
Financial	0.00%
Dependent Care	0.00%
Work Related	8.57%
Other Issues	2.86%

# Your Employee Assistance Program

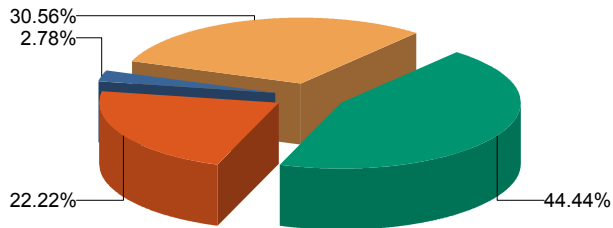
## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Gender	Q1	Q2	Q3	Q4	YTD Total	Percentage
Female	2	1	3	0	6	16.67%
Male	11	3	12	4	30	83.33%
Unknown	0	0	0	0	0	0.00%

Age	Q1	Q2	Q3	Q4	YTD Total	Percentage
<18	0	1	0	0	1	2.78%
18-35	6	2	3	0	11	30.56%
36-50	5	1	7	3	16	44.44%
51-64	2	0	5	1	8	22.22%
65+	0	0	0	0	0	0.00%
Unknown	0	0	0	0	0	0.00%



<18	2.78%
18-35	30.56%
36-50	44.44%
51-64	22.22%
65+	0.00%
Unknown	0.00%

# Your Employee Assistance Program

## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Summary of Services	Q1	Q2	Q3	Q4	YTD Total	Percentage
Phone Only	11	4	9	3	27	38.57%
Phone + Referral	11	7	20	5	43	61.43%

Services Provided	Q1	Q2	Q3	Q4	YTD Total	Percentage
Telephonic Counseling	9	4	9	3	25	35.71%
Information Provided Telephonically	2	0	0	0	2	2.86%
EAP Network Counselor	7	4	12	2	25	35.71%
Legal Services	0	0	0	0	0	0.00%
Financial Services	0	0	0	0	0	0.00%
Childcare Resources	0	0	0	0	0	0.00%
Adultcare Resources	0	0	0	0	0	0.00%
Other Work/Life	0	0	0	0	0	0.00%
Healthplan-Behavioral	0	0	0	0	0	0.00%
Healthplan/Disease Mgmt	0	0	0	0	0	0.00%
Disability	0	0	0	0	0	0.00%
Other	4	3	8	3	18	25.71%

Web Services Provided	Q1	Q2	Q3	Q4	YTD Total
Web Hits	15	2	8	0	25
Web Pages	34	6	31	0	71



# Your Employee Assistance Program

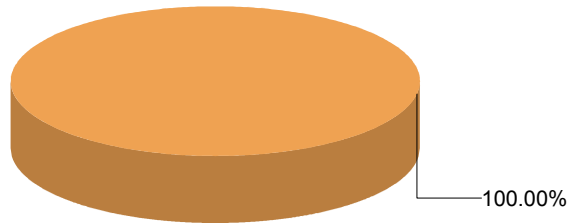
## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

New Requests for Management Consultation	Q1	Q2	Q3	Q4	YTD Total
New Requests for Management Consultation	10	5	6	4	25

Management Consultation Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	0	0	0	0	0	0.00%
Substance Issue	10	5	6	4	25	100.00%
Workplace Issue	0	0	0	0	0	0.00%
Trauma	0	0	0	0	0	0.00%
Other	0	0	0	0	0	0.00%



Psychological/Personal	0.00%
Substance Issue	100.00%
Workplace Issue	0.00%
Trauma	0.00%
Other	0.00%

# Your Employee Assistance Program

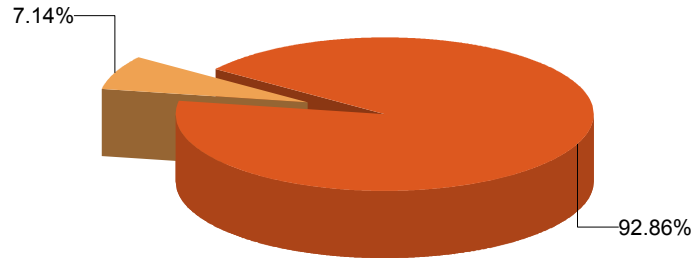
## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

New Request for Case Management	Q1	Q2	Q3	Q4	YTD Total
New Request for Case Management	4	3	5	2	14

Case Management Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	0	0	0	0	0	0.00%
Workplace Performance	0	1	0	0	1	7.14%
Workplace Interpersonal	0	0	0	0	0	0.00%
Substance Issue	4	2	5	2	13	92.86%
Other	0	0	0	0	0	0.00%



Psychological/Personal	0.00%
Workplace Performance	7.14%
Workplace Interpersonal	0.00%
Substance Issue	92.86%
Other	0.00%



**Your Employee Assistance Program**  
**Annual Utilization Report**  
**Wisconsin Laborers Health Fund**  
**January 01, 2020 - December 31, 2020**

Media Materials	Q1	Q2	Q3	Q4	YTD Total	Percentage
Employer Brochure	0.00	0.00	0.00	0.00	0.00	0.00%
Member Brochure	0.00	0.00	0.00	0.00	0.00	0.00%
Member Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
Personal Assistant Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
Tobacco Free Program EAP Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
Help Repair & Protect Your Identity Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
EAP Online Flyer	0.00	0.00	0.00	0.00	0.00	0.00%
EAP Member Poster	0.00	0.00	0.00	0.00	0.00	0.00%
Generic Orientation CD	0.00	0.00	0.00	0.00	0.00	0.00%
Stress Cards	0.00	0.00	0.00	0.00	0.00	0.00%
Stress Balls	0.00	0.00	0.00	0.00	0.00	0.00%
Bandage Dispenser	0.00	0.00	0.00	0.00	0.00	0.00%
Sticky Notes	0.00	0.00	0.00	0.00	0.00	0.00%
Other	0.00	0.00	0.00	0.00	0.00	0.00%
Quarterly Newsletter	1.00	1.00	1.00	1.00	4.00	25.00%
Monthly E-Mail Promotion	3.00	3.00	3.00	3.00	12.00	75.00%



# Your Employee Assistance Program

## Annual Utilization Report

### Wisconsin Laborers Health Fund

January 01, 2020 - December 31, 2020

Services Provided	Q1			Q2			Q3			Q4			YTD Total		
	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn	Events	Hours	Attn
Account Management Services	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Employee Orientations	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Supervisor Training	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Training/Workshops	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Critical Event Management	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Critical Incident Stress Debriefing	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Policy Consultation	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Organizational Development	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0
Coaching	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado and Nevada: Rocky Mountain Hospital and Medical Service, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In most of Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In most of Virginia (serving Virginia excluding the city of Fairfax, the town of Vienna and the area east of State Route 123): Anthem Health Plans of Virginia, Inc. In Wisconsin: Blue Cross Blue Shield of Wisconsin ("BCBSWi") underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation ("Compcare") underwrites or administers the HMO policies; and Compcare and BCBSWi collectively underwrite or administer the POS policies. Independent licensees of the Blue Cross Blue Shield Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association..