



HMSA HEALTH MANAGEMENT
SYSTEMS OF AMERICA



Helping people
Inspiring solutions



Helping people. Inspiring solutions.

Helping people

Two simple words that have inspired over 40 years of making a difference in people's lives. It became the mantra for what started as a small counseling clinic back in 1974. A place for returning war veterans and local citizens to find comfort and obtain the guidance they needed to get past life's challenges and become a viable part of the community once again.

Recognized for its invaluable service, and as a sign of hope for those in need, the Kresge Foundation awarded the clinic with a grant which laid the groundwork for what would become one of the state's largest non-profit counseling companies. Understanding the need for early intervention, appropriate care, and the importance of keeping families together, what once started as a small clinic has now grown into what today is known as Health Management Systems of America (HMSA).

Today HMSA provides Employee Assistance Programs (EAP) and Work/Life and Wellness services to managers, employees, and the families of over 2,000 companies nationwide. The company has grown from a regional provider of behavioral health services to a nationally recognized leader providing best-in-class behavioral health management, training and organizational development services. HMSA works with Fortune 500 corporations, government agencies, top universities, and hospital systems.

HMSA provides customized solutions to address the needs of a client's most important asset – their employees. As a trusted source, HMSA has developed a reputation for offering the highest level of customer service, employee engagement, and providing quality, cost-effective clinical care management programming. HMSA's customized employee assistance programs have been time-tested and perfected with over 30 years of experience as an independent EAP provider.

"Today we are not only helping people, but we are helping companies as well," says Bill Sumner, the CEO of HMSA. "By providing the expertise and management support companies need, we help them realize a savings in their overall health insurance cost, lower employee absenteeism, and improved productivity. HMSA has grown to become one of the premier EAP companies because we never forget that at the core, everything we do is about helping people."

Inset

An artist's rendering of the original counseling clinic, which opened in 1974

HMSA core services

In today's hectic, sometimes chaotic world, it's nice to know that someone is there for you when you need a helping hand. That someone is Health Management Systems of America. HMSA is a full-service EAP that provides everything from counseling to a suite of human resource services. Think of us as a lifeline of resources for all of life's challenges.

Counseling

Whether it is a personal, job, or family related issue, HMSA has an extensive clinical staff of behavioral specialists standing by to help. Our national network of counselors is over 13,000 strong and can be found in over 3,000 cities throughout the U.S., with certification and licensure in a broad array of clinical specialties.

Work/Life resources

The demands of work, raising a family, and caring for elderly parents can sometimes be a daunting task. This is why HMSA provides resources and information for childcare, eldercare, adoption, and education.

Financial and legal assistance

Sometimes employees need financial or legal help and HMSA is standing by, ready to help. By providing debt consolidation and credit counseling, we help employees get back on track, giving them sound advice and hope for a more secure financial future. When it comes to legal matters, HMSA, through the help of Consolidated Legal Concepts, can handle situations that include divorce, adoption, estate planning, and civil infractions.

Wellness care

Our comprehensive health risk appraisal and trained wellness coaches motivate employees to take an active approach to living a healthier lifestyle. Our *Living Well* programs include biometric screenings, weight loss, exercise, stress management, and smoking cessation. We also help employees manage disease symptoms such as heart disease, diabetes, and depression.

Why HMSA is the right EAP for your company

At HMSA we understand the importance of having the right EAP for your employees and your company.

We provide best-in-class service while respecting your financial bottom line. Choosing the right EAP is an important decision. Let us prove to you why over 2,000 companies have already chosen HMSA for their EAP needs.

These testimonials are just a few examples of how HMSA is making a difference in the lives of those with whom we work.



"The counselor has been incredibly professional and respectful during this process. More importantly, he provided exceptional insight and support."

– EAP client



"I've heard nothing but awesome news about Health Management Systems of America and how they have assisted our employees. Thank you!"

– EAP client, HR manager



HR One Source

Our goal at HMSA is to make sure that your HR manager has the tools they need to manage the many challenges that come their way on a daily basis. This is why we created *One Source*, a suite of services that will give them the upper hand in dealing with everything from employee performance issues to outplacement services and organizational psychology services.

Training and eLearning

HMSA makes training easy. Your employees and managers can choose from onsite training, live webinars available through our state-of-the-art production studio, or utilize our library of prerecorded on-demand videos. Our exclusive production capabilities allow viewers the ability to interact with the presenter and complete tests to ensure all required compliance measures are satisfied.

Incident and crisis management

In today's world it's not enough to just think about what might happen if a crisis occurs – it's crucial to be prepared for the worst. Whether it is the sudden death of an employee, an act of violence, an accident, or a natural disaster, our certified crisis counselors will be there to help you through it.

Account management support

Your designated account manager is with you every step of the way, every day. They will ensure a smooth implementation process for both new EAP clients as well as for those who are making the transition from another EAP provider.

"You saved me!"



"Your services were a lifeline for me. I was able to get help with filing taxes, car options and overall financial planning help. It made all the difference. Thank you!"

– Financial Services client



"You saved me! Thank you for the help!"

– Account Services client



"I have made great strides towards my goals in terms of healthier eating, regular workouts and stress management. I got lab work today, and I lowered my cholesterol from 137 to 97 in the last three months!"

– Wellness client

HMSA is the right choice

Having the right EAP is more important today than ever before. The National Institute of Mental Health indicates that behavioral disorders affect 20 percent of the workforce and cost more than \$44 billion annually in medical expenses and lost productivity. You deserve an EAP that has a long history of providing best-in-class healthcare service and the ability to build a plan that matches your company's needs and budget. Just ask the 1,000,000-plus employees who are covered by HMSA and they will tell you why HMSA is their trusted EAP partner and the right choice for you.

Award-winning staff

HMSA is one of a small number of EAP firms who have twice been awarded a full three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). Our staff's average experience exceeds 17 years in clinical and account services. They have proven their commitment to our customers by having been awarded the coveted Sloan Award, and are a two-time winner of the 101 Best and Brightest award.

What does this mean for your company?

It means your employees will receive industry leading care and you will receive unprecedented support services.

Independence

HMSA is one of the few independent national behavioral healthcare companies. We are not owned by nor affiliated with any pharmaceutical company, insurance company, hospital corporation, or treatment agency.

What does this mean for your company?

It means that our treatment decisions are unbiased and objective. We choose the right treatment for your employee based on need. The result: better care and increased financial accountability.

National coverage

Supporting HMSA's clinical staff is an extensive national network of behavioral specialists who meet strict privileging requirements. This network now includes thousands of professionals in over 3,000 cities throughout the continental United States and around the globe through our international EAP network.

What does this mean for your company?

No matter where you live, work, or travel, HMSA is there for you. We are a national company that understands your EAP service should be local and more importantly, personal. Throughout our network of professionals, we provide the brightest and the best in people and services to ensure that your employees obtain the care they need.

Flexible resolution counseling

At HMSA our first priority is the well-being of your employees. That is why we maintain a flexible ceiling within all of our EAP programs regardless of the number of sessions contractually defined. Our counselors have the authority to continue sessions at no additional cost if continued care is necessary.

What does this mean for your company?

It means your employees will never be turned away because of a hard and fast session limit.

Industry best ROI analytics

By utilizing industry leading analytic data platforms, HMSA's forward-thinking clinicians and management team stay in front of the competition, constantly adapting and improving programs to provide the highest level of return on investment to our client partners. Our analytical measures of ROI and program demographics are backed by several clinical studies and white papers which have established our ROI tool and reporting system to be the most comprehensive and credible in the industry.

What does this mean for your company?

It means that your company receives unparalleled program data and information required to make financial and operational decisions.

Leading technology

Utilizing our advanced call center, HMSA is able to link callers seamlessly to counseling professionals while simultaneously monitoring peak call volume, average speed of answering, abandonment rate, and access to care.

Today's clients enjoy several convenient counseling options. In addition to face-to-face counseling, we offer confidential online video and texting short-term problem resolution for those who prefer to utilize today's technology.

What does this mean for your company?

HMSA makes it easier than ever for your employees to get the help they need. The result: more employees utilizing their EAP which means a more satisfied, productive workforce.

VIATV Network

Our proprietary VIATV Network provides a low-cost alternative to traditional training methods. VIATV Network uses live streaming video to train any size employee group regardless of location or what platform you chose to watch on it on. VIATV Network provides a clear, simultaneous broadcast for all to follow and participate in.

What does this mean for your company?

Efficient and effective training made simple. Online viewing eliminates the hassles of coordination and expenses related to travel. The result: better trained, more effective employees.



Inspired solutions

Clinical studies have proven that maximum savings come from managing clinical care, not from denying it. HMSA has used its 30-plus years in managing care for some of the nation's largest health insurance carriers to determine the most efficient clinical pathways while yielding positive clinical outcomes.

Our programs help managers and employees gain control over problems that interfere with work performance and daily life. Evidence supports that these problems, if left unresolved, may negatively impact job performance, absenteeism, healthcare spending, and employee health and well-being.

HMSA's EAP and Wellness plans are focused on bottom-line results. Our return on investment (ROI) reporting tool uses what is known as our *Three C's of ROI*, and acts as our guiding principals in documenting value to our clients.

HMSA's three C's of ROI

Credible 30-plus years of experience and field research-based data to determine financial outcome.

Customizable The utilization of customer specific data to predict client specific ROI.

Conservative Using conservative calculations to ensure ROI is attainable.



At HMSA we partner with you to develop a customized solution that provides the best in EAP coverage in combination with your financial requirements.

We take into consideration the costs that go beyond the monthly EAP premium. A truly cost-effective EAP will consider the cost of outside referrals, the cost to the company to activate health insurance, provider network rates, and member copays. Creating an EAP that best fits your company is what we call *Inspired solutions*.

Our success stories

Our programs, when properly managed and promoted, have averaged a 6-to-1 return on investment (ROI). Other safety-sensitive industry programs, such as air traffic controllers, have experienced an ROI as high as 15-to-1.

These case studies represent some of our most valued success stories. We welcome the opportunity to track savings for your organization. Whether you are a small family business or an industry leader, let us apply our proven techniques to your organization.

CASE STUDY

A leading children’s clothing retailer



CASE STUDY

A tier-one automotive supplier



CASE STUDY

A leading financial lender



CASE STUDY

A large county government



HMSA takes the stress out of life

Nearly 60 percent of all families today include two working parents and over 50 percent of households are living paycheck to paycheck. Along with being a two-income family comes a more hectic daily life, leaving less time to deal with important issues. The result of juggling the demands of work and family can also lead to poor job performance and personal health. HMSA's EAP Work/Life services act as a go-to resource for busy families, helping them maintain a healthy, balanced lifestyle.





Assessment, referral, and short-term problem resolution

All HMSA counseling opportunities rely on brief, solution-focused counseling and action-oriented intervention to help employees resolve situations, improve their quality of life, and help restore and maintain their workplace productivity.

Case management

HMSA provides a comprehensive approach to 100 percent of our cases for the identification, diagnosis, and treatment of problems related to mental health and/or substance abuse. Follow-up, utilization tracking, and reporting are essential components of our program, ensuring successful clinical outcomes.

Childcare and eldercare resources

HMSA offers assistance in finding schools and daycare facilities for your employees' children. We also help identify competent nursing homes and in-home care providers for aging parents.

Online resource

Our industry leading website provides a host of services that augment the HMSA EAP by providing a comprehensive library of over 4,000 topics, online forums, self tests, videos, and financial calculators.

Legal and financial assistance

HMSA provides employees and their family members access to confidential consultations at no cost with a qualified legal or financial professional.

In our year-end survey, we found that 96 percent of HMSA clients reported a high level of satisfaction with their overall experience and services received.

HMSA provides a road to better health

HMSA has been an innovator in behavioral change for over 35 years. Our unique approach helps employers aggregate an all-encompassing wellness strategy to cover all employees regardless of their selected health plan. We also maximize the effectiveness of our programs by coordinating wellness and behavioral concerns under one integrated effort. Our methodology means that your employees are given a well-rounded approach to their wellness concerns and are provided with unrestricted access to all of our wellness services.

Our Work/Life and Wellness programs help employees and their families identify, resolve, and gain control over problems that interfere with daily life activities, health, and work performance. Evidence supports that these problems, when left unresolved, may negatively impact job performance, employee health and well-being.

Our telephonic wellness coaches encourage participants to adopt healthy lifestyles which lead to a more energized and productive workforce. The strength of our program begins with a comprehensive health risk assessment and includes the expertise of our wellness coaches whose role is to engage, assess, clarify, educate, and serve our clients. The program is built around a strong coaching platform that provides practical assistance to users regarding a wide variety of health and wellness issues.



“The HMSA Wellness program creates a healthier and happier work environment. It’s a great form of stress relief.”

– Wellness client

The U.S. Surgeon General estimates that 75 percent of all illnesses can be attributed to lifestyle related causes.

The U.S. Department of Health and Human Services predicts that for every dollar spent on wellness initiatives, companies can save an average of three dollars on health related expenses, and six dollars on absenteeism.

HMSA provides a full menu of workplace wellness solutions to suit your needs.

- Telephone and online wellness coaching
- Implementation and promotion kit
- Health and wellness web portal
- Individual and aggregate reports
- 24-hour nurse line
- Online medical doctor consultations
- Biometric screenings
- Health risk assessments
- *Living Fit* program (for exercise)
- *Living Lean* program (for weight loss)
- *Living Free* program (for smoking cessation)
- *Living Easy* program (for stress)
- Bi-Annual overeating campaign



“The program is extremely beneficial. It helps me identify how I fall off-track and helps me make changes quickly.”

– Wellness client

HR *One Source*

At HMSA we understand the challenges human resource professionals face on a daily basis. Responding to management and employee issues can be overwhelming, leaving little time for planning and implementing programs that will lead to a healthier, more productive workforce. The HMSA HR *One Source* suite of products was developed with the busy HR manager in mind. It includes a wide variety of services that will help you respond to your employees' immediate needs while providing assistance for the development of long-term initiatives as well.



The HMSA HR One Source suite of products includes...

Organizational Psychology Services – (Biz Psych)

We understand the psychology of human behavior and how it relates to hiring, retention, conflict resolution, and team building.

- Leadership, coaching and development
- Sustainable conflict resolution
- Company retreat facilitation

Human Resource Assessments and Testing

We can assist a human resource department by providing a comprehensive suite of employee testing to avoid bad hiring decisions and identify future managers.

- Pre-employment testing – determining work styles and behavioral approaches
- Objective and reliable employee promotion – identifying management potential
- State-of-the-art virtual assessment centers and reports

Certified Human Resource Training

As a SHRM Certified Resource Training Provider, we can provide compliance training for managers and human resource professionals.

- Sexual harassment
- Diversity and team building
- Employee violence and safety issues

International Employee Assistance

Whether a handful of expatriate workers or an entire international division, we can provide a common global platform of employee support.

- 8,000 credentialed providers in 170 countries
- Consultation for host country managers
- Repatriation and expatriation specialized services

Compliance and Ethics Help Line

Our help line provides a means of confidentially reporting workplace issues and concerns while maintaining complete unanimity.

- Available 24 hours per day, seven days per week
- Report safety concerns, ethical issues, and compliance matters
- Confidential with no fear of retaliation

Department of Transportation Compliance Services

We can assist employers with safety-sensitive employees to comply with DOT requirements and promote public safety.

- Substance Abuse Professional (SAP) services
- Sample DOT compliant policies and training
- DOT audit support

“HMSA is sensitive to the needs of our employees, they are familiar with our workplace culture, and their staff is competent, knowledgeable, and skilled in the field of services provided.”

– Administrator, UAW-General Motors CHR • Client since 1992



Educate and motivate

By providing a wide variety of training programs, HMSA can assist your organization in promoting a healthy and motivated work environment where employees are engaged and effective. These training opportunities are designed to educate and motivate employees and managers to be proactive and effective in managing their work responsibilities and personal lives.





HMSA training sessions engage participants in collaborative learning.

Our carefully selected and experienced subject matter experts guide participants through content while facilitating group discussions. This interactive training environment allows for the discussion and sharing of ideas, and aids in transferring learned skills back to the workplace and personal life.

Monthly topical training sessions

These sessions are available to all EAP client companies at no cost. Client company HR managers and employees are invited to attend these trainings in-person at our corporate headquarters, or online via our web-based network called VIATV.

SHRM HR Certified Approved Provider

Many companies have utilized compliance training as a preemptive strategy to avoid costly labor disputes and lawsuits. In response, HMSA has developed trainings that answer commonly requested compliance topics, and we are proud to say that we are an approved provider of The Society of Human Resource Management, NASW, and NAADAC.

VIATV Network – An HMSA exclusive



VIATV Network uses live streaming video to train any size employee group regardless

of location or what platform you choose to watch on it on. VIATV Network provides a clear, simultaneous broadcast for all to follow and participate in.

Flexible training options

Your employees and managers can choose from on-site training, live webinars, or utilize our library of pre-recorded on-demand videos.

Training topics include...

- Workplace issues
- Personal development
- Child care
- Adult care
- Legal matters
- Personal finance issues
- Nursing
- Parenting
- Wellness
- Management and leadership development
- And many others

HMSA makes it easy

We are proud to say that over 2,000 companies and organizations have made HMSA their EAP provider. Our time-tested approach to bringing your company on-board will assure you of a smooth, effortless transition. Our experienced account management staff has successfully managed the implementation of thousands of new client programs spanning over 35 years. A proven rollout process ensures that no details are overlooked. Once your program is implemented, your designated account manager will be there every step of the way to help with all of your needs.



“Thank you so much for all of your help with this client. They are very pleased with everything you have provided and they are looking forward to starting their new EAP.”

– Account Broker, St. Louis, Missouri

We do all the heavy lifting!

Our proven rollout procedures ensure that no details are overlooked and require minimal client time and effort.



HMSA is a phone call away when tragedy strikes

In today's world it's not enough to just think about what might happen if a crisis occurs – it's crucial to be prepared for the worst. Whether it is the sudden death of an employee, an act of violence, an accident, or a natural disaster, HMSA will be there to help your employees through it. Our clinical staff is specifically certified in Critical Incident Stress Debriefing (CISD) and is continually deployed around the country.

HMSA is experienced in developing effective management plans to enhance employee recovery following a workplace trauma. We offer employees and leadership ways to manage emotional reactions and resume life in a stable work environment. Creating a stable environment includes addressing the emotional aftershocks in the days or months that follow a traumatic event.

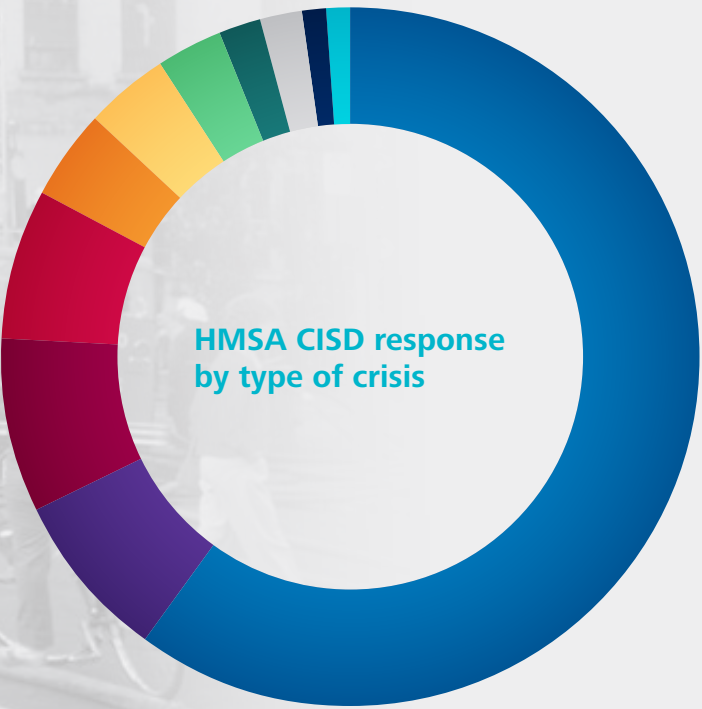
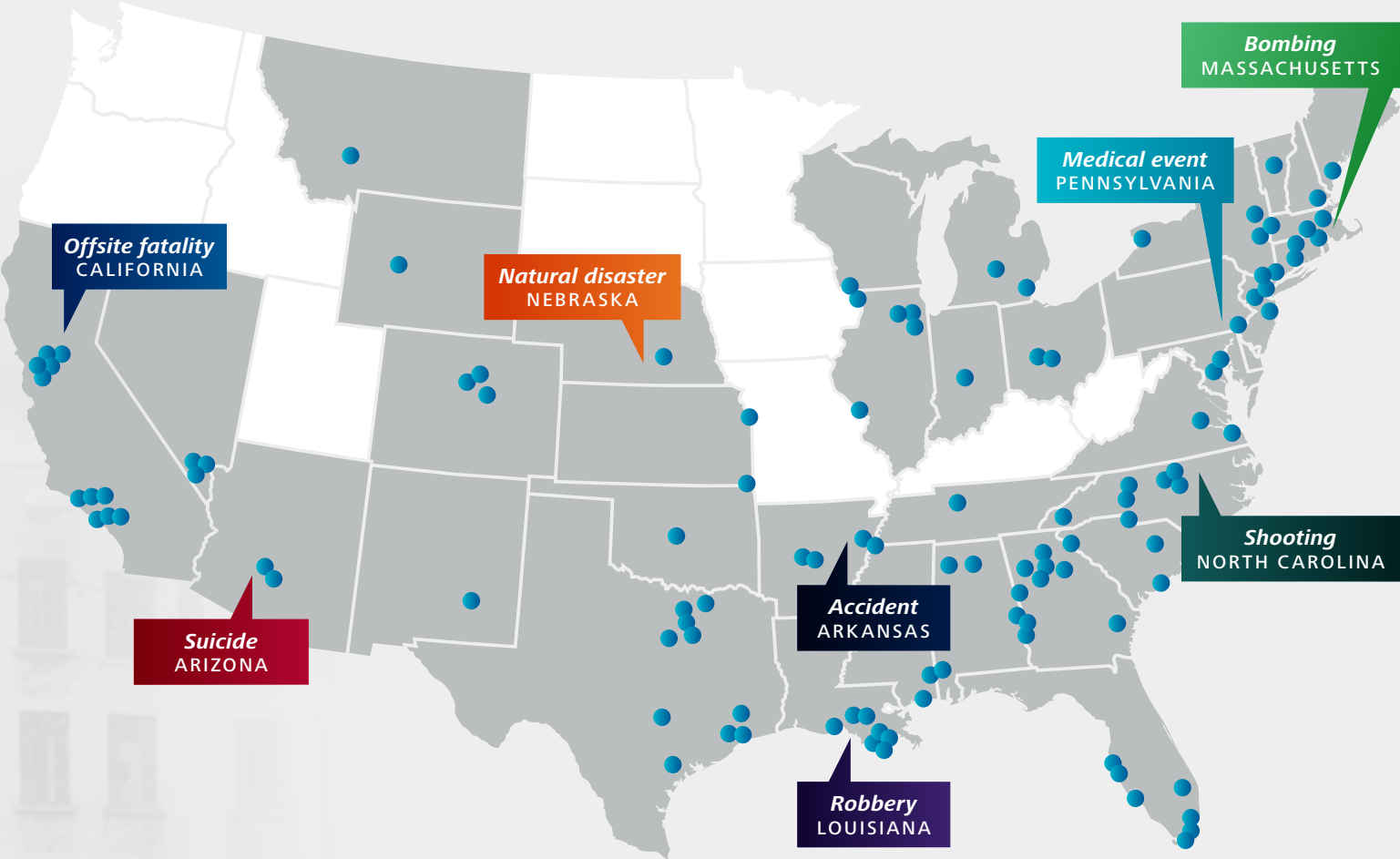
HMSA is experienced in supporting organizations through tragedies that may include...

- Accidental death
- Suicide
- Workplace conflicts and/or acts of aggression
- Sexual assault
- Violent acts such as a shooting
- Traumatic episodes
- Robberies
- Natural disasters
- Motor vehicle or aviation accidents

Our Crisis Management Team responded to 89 crisis situations last year alone. The CMT achieved a 99 percent response time record, which means HMSA was there when you needed us most. You can rest assured that if a tragedy does occur, HMSA is just a phone call away.

Critical Incident Stress Debriefing (CISD)

When crisis strikes, our team of CISD professionals are available for immediate deployment regardless of the nature of crisis or location. The data below reflects HMSA's response to recent incidents across the country.



FATALITY ONSITE OR OFFSITE	ROBBERY	OTHER
60%	8%	8%
SUICIDE	NATURAL DISASTER	DOWNSIZING
7%	4%	4%
VIOLENT EVENT	SHOOTING	HOMICIDE
3%	2%	2%
ACCIDENT	MEDICAL EVENT	
1%	1%	



HELPING PEOPLE | INSPIRING SOLUTIONS

HMSA Corporate Center

601 Washington Boulevard
Detroit, Michigan 48226

Phone 800.888.HMSA

Fax 313.964.5507

Web www.hmsanet.com

Meet our management team and learn more about HMSA.
Visit www.hmsanet.com.