



Your Employee Assistance Program

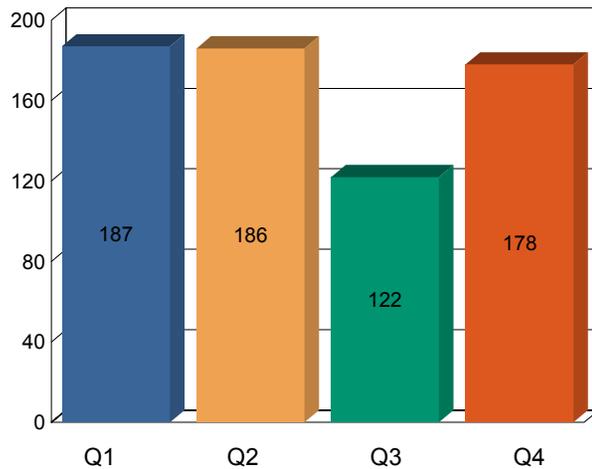
Annual Utilization Report

Fulton County

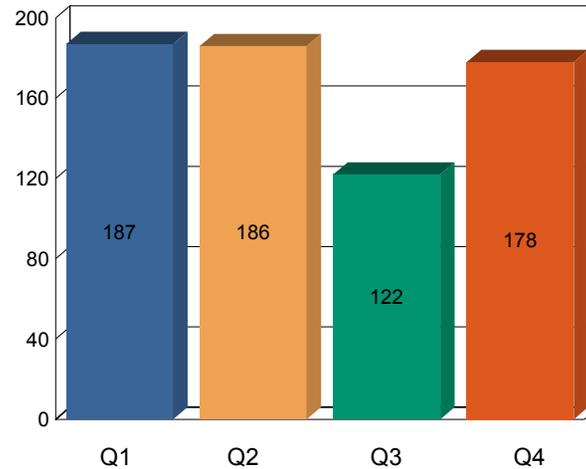
January 01, 2011 - December 31, 2011

EAP Utilization Summary	Q1	Q2	Q3	Q4	YTD Total	YTD Annualized %	YTD Annualized %-Groups of Similar Size
Total Employees	8297	8297	8297	8297	8297		
Employees/Household Members/Managers With Any EAP Contact	187	186	122	178	673	8.11%	11.25%
Employees/Household Members/Managers Calling EAP for Services	187	186	122	178	673	8.11%	7.05%
Employees/Household Members Referred to EAP Counselor	136	136	97	136	505	6.09%	4.32%

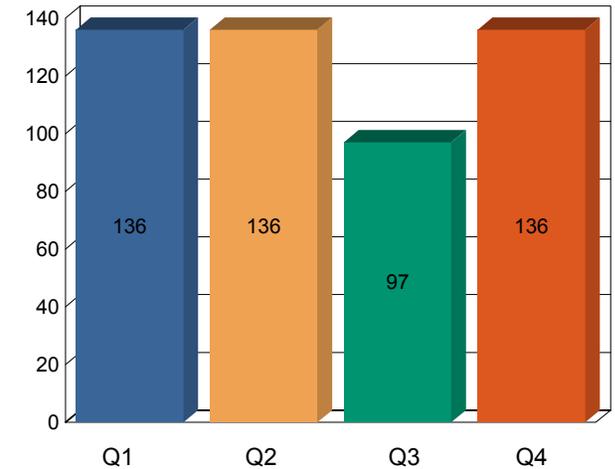
Employees/Household Members/Managers With Any EAP Contact



Employees/Household Members/Managers Calling EAP for Services



Employees/Household Members Referred to EAP Counselor





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Book of Business Telephonic Response Summary	Q1	Q2	Q3	Q4	YTD Total
Average Speed of Answer	7.33	2.67	1.33	1.33	3.17
Abandonment Rate	0.33%	0.45%	0.14%	0.22%	0.29%

Total Employee Calls	Q1	Q2	Q3	Q4	YTD Total
Total Employee Calls	176	174	119	172	641



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EAP Information Source	Q1	Q2	Q3	Q4	YTD Total	Percentage
Promotional Materials	72	62	31	82	247	38.59%
Prior EAP	64	67	49	49	229	35.78%
Supervisor/HR	21	19	15	16	71	11.09%
Medical	0	3	6	5	14	2.19%
Condition Care	0	0	0	0	0	0.00%
My Health Coach	0	0	0	0	0	0.00%
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	0	0	0	1	0.16%
Friend/Coworker	6	10	5	3	24	3.75%
Family	9	11	11	11	42	6.56%
Other	3	2	1	6	12	1.88%



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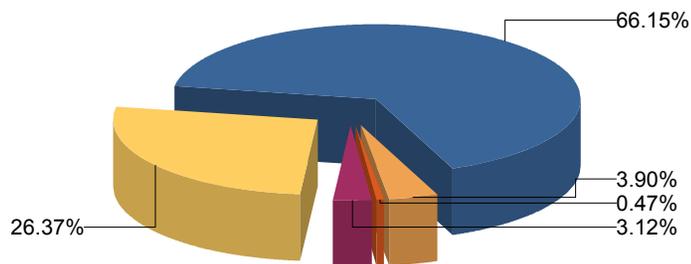
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Relationship to Employee	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	121	130	88	132	471	73.48%
Household Members	55	44	31	40	170	26.52%

Employee Referred By	Q1	Q2	Q3	Q4	YTD Total	Percentage
Self	110	115	79	120	424	66.15%
Employer	9	7	3	6	25	3.90%
Medical	0	0	0	0	0	0.00%
Household Member	2	1	0	0	3	0.47%
Other	1	8	5	6	20	3.12%
N/A (Family Member)	54	43	32	40	169	26.37%



Self	66.15%
Employer	3.90%
Medical	0.00%
Household Member	0.47%
Other	3.12%
N/A (Family Member)	26.37%



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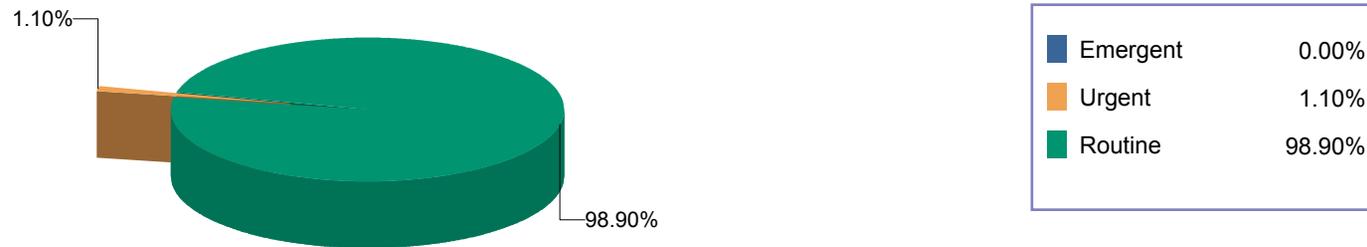
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Call Status	Q1	Q2	Q3	Q4	YTD Total	Percentage
New Caller	119	117	80	132	448	69.89%
Repeat Caller	57	57	39	40	193	30.11%

Call Acuity	Q1	Q2	Q3	Q4	YTD Total	Percentage
Emergent	0	0	0	0	0	0.00%
Urgent	1	4	0	2	7	1.10%
Routine	173	169	116	169	627	98.90%





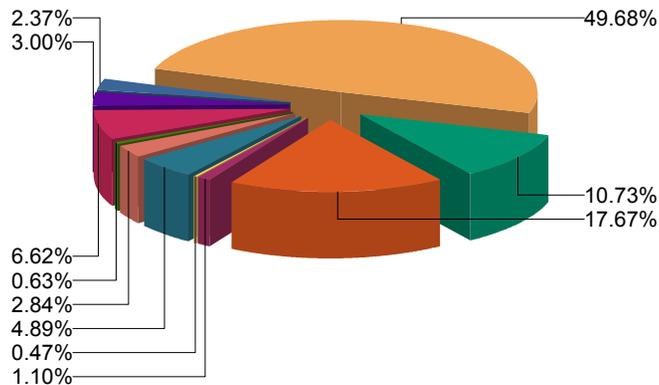
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Presenting Problems	Q1	Q2	Q3	Q4	YTD Total	Percentage
Alcohol/Drug	5	5	3	2	15	2.37%
Emotional/Psych	102	94	48	71	315	49.68%
Family Problem/Child	19	12	10	27	68	10.73%
Marital/Couple	23	26	28	35	112	17.67%
Violence/Domestic Abuse	1	1	2	3	7	1.10%
Medical	1	1	1	0	3	0.47%
Legal	5	10	6	10	31	4.89%
Financial	5	7	3	3	18	2.84%
Dependent Care	1	0	0	3	4	0.63%
Work Related	8	12	13	9	42	6.62%
Other Issues	4	5	2	8	19	3.00%



Alcohol/Drug	2.37%
Emotional/Psych	49.68%
Family Problem/Child	10.73%
Marital/Couple	17.67%
Violence/Domestic Abuse	1.10%
Medical	0.47%
Legal	4.89%
Financial	2.84%
Dependent Care	0.63%
Work Related	6.62%
Other Issues	3.00%



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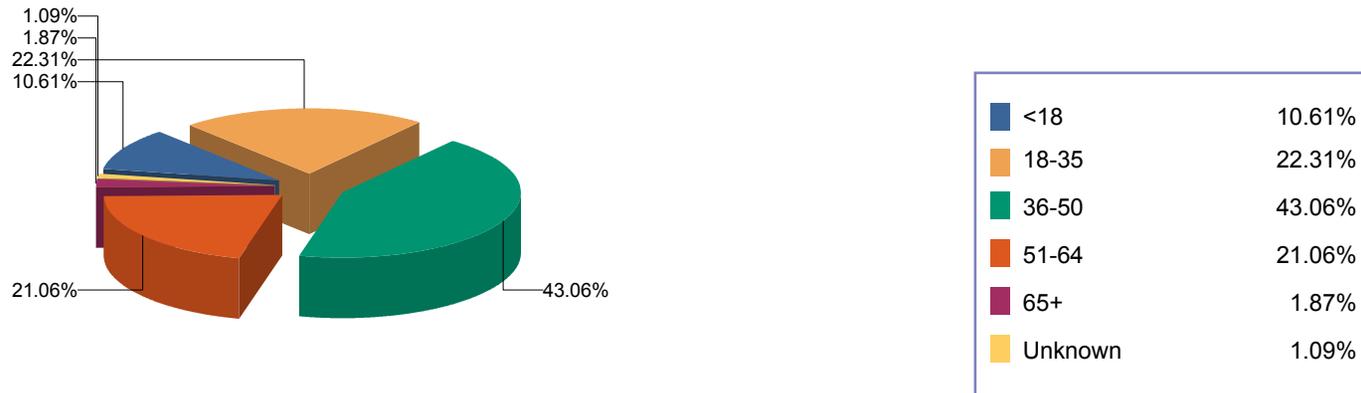
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Gender	Q1	Q2	Q3	Q4	YTD Total	Percentage
Female	124	118	83	119	444	69.27%
Male	52	56	36	53	197	30.73%
Unknown	0	0	0	0	0	0.00%

Age	Q1	Q2	Q3	Q4	YTD Total	Percentage
<18	30	12	11	15	68	10.61%
18-35	32	50	29	32	143	22.31%
36-50	72	72	53	79	276	43.06%
51-64	41	35	19	40	135	21.06%
65+	0	5	4	3	12	1.87%
Unknown	1	0	3	3	7	1.09%





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Summary of Services	Q1	Q2	Q3	Q4	YTD Total	Percentage
Phone Only	60	60	36	55	211	25.06%
Phone + Referral	178	169	114	170	631	74.94%

Services Provided	Q1	Q2	Q3	Q4	YTD Total	Percentage
Telephonic Counseling	55	57	32	52	196	23.28%
Information Provided Telephonically	5	3	4	3	15	1.78%
EAP Network Counselor	136	136	97	136	505	59.98%
Legal Services	3	12	6	6	27	3.21%
Financial Services	4	3	2	4	13	1.54%
Childcare Resources	1	0	0	2	3	0.36%
Adultcare Resources	0	0	1	2	3	0.36%
Other Work/Life	2	3	2	6	13	1.54%
Healthplan-Behavioral	23	8	5	4	40	4.75%
Healthplan/Disease Mgmt	1	1	0	0	2	0.24%
Disability	0	0	0	0	0	0.00%
Other	8	6	1	10	25	2.97%



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Counselor Recommendations- All Groups	Q1	Q2	Q3	Q4	YTD Total	YTD Annualized %
EAP Consultation Only	1861	2211	2207	2234	8513	0.81%
Medical Treatment/Evaluation	97	85	117	90	389	0.04%
Mental Health/Psychiatric (Continuation of Counseling)	1780	1893	1796	1811	7280	0.69%
Alcohol/Drug Treatment	72	89	103	83	347	0.03%
Social Agency/Self Help/Support Group	184	170	158	137	649	0.06%
Childcare/Eldercare Resources	0	0	0	1	1	0.00%
Legal Resources	2212	2253	2351	2104	8920	0.85%
Financial Resources	413	387	409	384	1593	0.15%
Other	471	688	1125	1080	3364	0.32%
Not Reported	1319	1434	1503	1300	5556	0.53%

Web Services Provided	Q1	Q2	Q3	Q4	YTD Total
Web Hits	10	11	6	6	33
Web Pages	42	63	22	42	169



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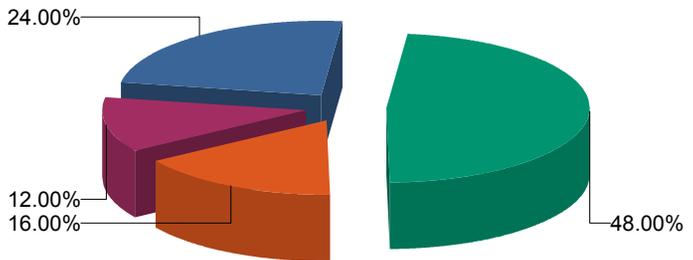
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New Requests for Management Consultation	Q1	Q2	Q3	Q4	YTD Total
New Requests for Management Consultation	8	8	3	6	25

Management Consultation Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	3	1	1	1	6	24.00%
Substance Issue	0	0	0	0	0	0.00%
Workplace Issue	3	5	0	4	12	48.00%
Trauma	0	2	2	0	4	16.00%
Other	2	0	0	1	3	12.00%



Psychological/Personal	24.00%
Substance Issue	0.00%
Workplace Issue	48.00%
Trauma	16.00%
Other	12.00%



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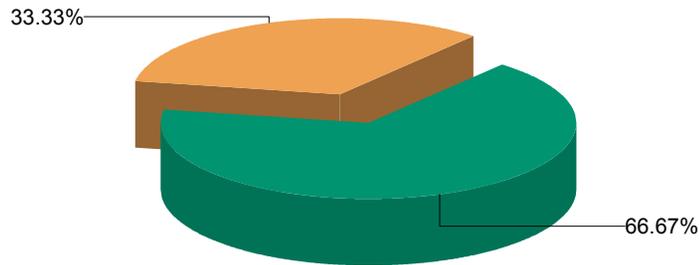
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New Request for Case Management	Q1	Q2	Q3	Q4	YTD Total
New Request for Case Management	3	3	0	0	6

Case Management Concerns	Q1	Q2	Q3	Q4	YTD Total	Percentage
Psychological/Personal	0	0	0	0	0	0.00%
Workplace Performance	1	1	0	0	2	33.33%
Workplace Interpersonal	2	2	0	0	4	66.67%
Substance Issue	0	0	0	0	0	0.00%
Other	0	0	0	0	0	0.00%



■	Psychological/Personal	0.00%
■	Workplace Performance	33.33%
■	Workplace Interpersonal	66.67%
■	Substance Issue	0.00%
■	Other	0.00%



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Media Materials	Q1	Q2	Q3	Q4	YTD Total	Percentage
New Member Packet	0	0	0	0	0	0.00%
Brochures	0	0	0	0	0	0.00%
Magnets	0	0	0	0	0	0.00%
Posters	0	0	0	0	0	0.00%
Videotapes/CD's/DVD's	0	0	0	0	0	0.00%
Quarterly Newsletters	1	1	2	0	4	26.67%
Other	3	3	3	2	11	73.33%



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Services Provided	Q1			Q2			Q3			Q4			YTD Total		
	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

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