




FREE Service for Employees and Family



Discover
Your
EAP + Work-Life
Benefit

Employee Assistance Program

The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you, your dependents, and household members by your employer. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family in resolving work and life issues in order to live happier, healthier, more balanced lives. From stress, addiction, and change management, to locating child care facilities, legal assistance, and financial challenges, our qualified professionals are here to help. These services are completely confidential and can be easily accessed 24/7, offering you around-the-clock assistance for all of life's challenges.

- ✓ **Program Access:** You may access the EAP by calling the toll-free Helpline number, using our iConnectYou App, or instant messaging with a work-life consultant through our online instant messaging system.
- ✓ **Telephonic Assessments & Support:** In-the-moment telephonic support and crisis intervention are available 24/7 along with intake and clinical assessments.
- ✓ **Short-term Counseling:** Counseling sessions with a qualified counselor to assist with issues such as stress, anxiety, grief, marital/family challenges, relationship issues, addiction, etc. Counseling is available via structured telephonic sessions, video, and in-person at local provider offices.
- ✓ **Referrals & Community Resources:** Our team provides referrals to local community resources, member health plans, support groups, legal resources, and child/elder care/daily living resources.
- ✓ **Advantage Legal Assist:** Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; and interactive online Simple Will preparation.
- ✓ **Advantage Financial Assist:** Unlimited telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction, financial planning, and identity theft; supporting educational materials available; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).
- ✓ **Alternate Modes of Support:** Your EAP offers support alternatives in addition to traditional short-term counseling including telephonic life coaching, AWARE stress reduction sessions, and virtual group counseling. During your call with one of our counselors, ask if these programs would be right for you.
- ✓ **Work-life Services:** Our work-life consultants are available to assist you with a wide range of daily living resources such as locating pet sitters, event planners, home repair, tutors, travel planning, and moving services. Simply call the Helpline for resource and referral information.
- ✓ **Child & Elder Care Referrals:** Our child and elder care specialists can help you with your search for licensed child and elder care facilities in your area. They will discuss your needs, provide guidance, resources, and qualified referral packets. Searchable databases and other resources are also available on the Deer Oaks member website.
- ✓ **Take the High Road Ride Reimbursement Program:** Deer Oaks reimburses members for their cab, Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per participant, with a maximum reimbursement of \$45.00 (excludes tips).



CONTACT US:

Toll-Free: (888) 993-7650



Website: www.deeroakseap.com

Email: eap@deeroaks.com





YOUR EAP

What to Expect

Who can use the EAP?

Employees, their dependents, and household members are eligible to access services. Coverage continues for six (6) months post-employment.

How can I access services?

By calling the toll-free Helpline, by downloading our iConnectYou Smartphone App, or through our website. A counselor is always available to help.

Who do I speak with when I call the EAP?

All calls into the EAP are answered by Master's level counselors who will conduct intake to gather demographic information and to understand the challenges that prompted you to call the EAP. If a clinical referral is needed, the intake counselor will conduct a telephonic clinical assessment during the call.

How long is the initial call with the intake counselor?

Although each call varies, the average call length including clinical assessment is around 20 minutes.

What Kinds of Problems Do You Help With?

Counseling can be provided for most issues that are affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; anxiety and depression; loss and grief; substance abuse; and crisis management/trauma.

Are there issues that can not be addressed through the EAP?

Yes. Not every issue is appropriate for short-term counseling through the EAP. For example, the EAP does not cover issues that require physician/psychiatric evaluation, psychological testing, chronic mental health illness, long-term psychotherapy treatment, or inpatient or residential treatment services. In these cases, we will provide you with an appropriate referral to either your health plan or to other community resources.

What happens after I complete the intake call?

Following the initial intake call, our team will search for a local affiliate counselor that has appropriate availability for your case. The counselor referral will be emailed to you within three business days. Some referrals with specific criteria such as an evening appointment or a counselor that speaks a specific language may take longer to identify and confirm. Once you receive the referral, you will need to call the referred counselor directly to schedule an appointment.

What should I do if I don't receive the referral?

We recommend first checking your spam/junk folder as referrals are typically provided via email. If the referral is not in your inbox or spam/junk mail, you may call the Helpline to inquire about the status of your referral.

Is the EAP only for counseling?

No. We offer unlimited telephonic consultation with financial counselors, 30-minute consultations with attorneys, and can assist with locating nearly endless resources such as finding care for pets, personal care, travel, contractors, education, and managing day-to-day responsibilities at home, and work.

Is It Really Confidential?

Yes! All information, assessments, and referrals through the EAP are held highly confidential and protected by the HIPAA Privacy Rule. The EAP will not release information to anyone, including your employer or family member, without your written consent. However, in situations where there is a danger to the individual or others, the Deer Oaks counselor is obligated by law to make appropriate notification.

What Does It Cost?

There is no charge to you or your household members to access the EAP. This benefit is paid for by your employer.



Making a Difference in Your Life
Makes a Difference To Us

Helpline: (888) 993-7650

Website: www.deeroakseap.com

E-mail: eap@deeroaks.com