

Calling the EAP: What to Expect



Have you been putting off calling your Employee Assistance Program (EAP) because you're not sure what to expect? Making the first call for some may be difficult, but we assure you that we will guide you through everything. If someone you know is struggling, you might offer to assist them with the initial call. You can make initial introductions, place them on the line, and then step away and our trained staff will take it from there.

Rest assured that **confidentiality** is the cornerstone of what we do. The information that you provide us is never shared with your employer.

1. Call the EAP using the toll-free number

- Choose the option to speak with an EAP Consultant.
- Your call will be answered by a friendly, helpful, and highly trained master's-level counselor (EAP Consultant). Our team is available 24 hours a day, 7 days a week, 365 days a year to provide immediate assistance and support in a variety of ways.
- The EAP Consultant will gather demographic information to start the process. They will ask you some questions to assess your current situation. The intake includes a screening for any urgent needs you might have. This process is designed to be thorough in order to provide you with the most appropriate assistance matched to your unique needs.

2. After the assessment

- You will be provided with the name and contact information of several local EAP counselors that you can meet with for a series of no-cost counseling sessions.
- All Acentra Health providers are independently licensed, mental health professionals with numerous years of experience in their field. You may choose to research the counselors on your own to determine whether you think they will be a good fit.
- If you wish to continue counseling after using your EAP benefit, our counselors may be able to see you through your health insurance benefit if they are a participating provider. You may want to ask if they take your insurance when scheduling.
- The EAP provider will also help you connect with specialists as appropriate.
- EAP counselors will typically offer appointments within 3-5 business days. For concerns that are assessed as more urgent, appointments may be scheduled within 24-48 hours.

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- For work-life services, such as a legal or financial services, we will connect you with an attorney or Money Coach to set up your no-cost 30-minute consultation.

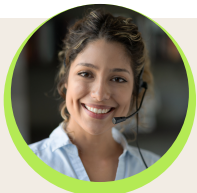
3. Scheduling the appointment

- EAP sessions are typically 45-50 minutes long and can be done in person or via telehealth. Telehealth is convenient and flexible (you may even schedule during your lunch hour). Once you have scheduled your first appointment with an EAP counselor, please call 1-800-713-6251 to provide us with your appointment information and we'll create an authorization for you to see the selected provider. This authorization ensures that your EAP visits are free of charge.
- Should you experience any difficulty connecting with an EAP counselor in our network, please let us know so we can help you with scheduling your first appointment. EAP Consultants are available to you 24 hours a day, 7 days a week.
- During an EAP counseling session, the counselor wants to understand your concerns and what you want to accomplish or change during your sessions. The counselor will help you outline a plan to create a change. The focus will be on making practical recommendations and identifying solutions in a short-term, solution focused approach.

4. Follow-up call

Within two business days after your initial call to the EAP, our team will follow-up with you to ensure your needs were met and to see what else we can do to help.

At any time if you need additional assistance, more referrals, or have questions, please call and speak with a member of the EAP staff. EAP Consultants are available 24/7/365.



Your Employee Assistance Program (EAP)

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. To access these services, call or log on to get started.

Toll-Free:
1.833.430.6028

Website:
www.EAPHelplink.com

Code:
POOLPACTEAP