

Myths and Reality

Profile Employee Assistance Program (EAP)

Accessibility (Who can access)

Myth

My family and I are on my wife's insurance, we are not eligible for Profile EAP.

Reality

Benefits through Profile EAP are available to you as the associate, your partner or spouse, and any dependent up to 26 years old and younger who is unmarried. You don't need to be on Colorado Springs School District 11 Insurance to access it.

Myth

I am a part-time employee. I cannot use EAP.

Reality

EAP is available to all full-time and part-time employees and their families.

Availability (How easy it is to get an appointment)

Myth

It takes 1-2 months to get in to see a counselor through EAP

Reality

Standard telehealth counseling appointments for employees are offered within 3 working days of the call. If clients have specialized custom requests for a specific time, counseling specialist, child or adolescent, a face-to-face visit, or other customized requests, the appointment could take longer to schedule.


Myth

I do not have the ability to call Profile EAP and they have no other way to make an appointment

Reality

There is also an option to register through our website: www.ProfileEAP.org

To register for your free, CONFIDENTIAL counseling, or call Profile EAP at **1-800-645-6571**

REQUEST COUNSELING 

Myth

I must use Profile EAP's website to make an appointment?

Reality

You can register for appointments in many ways: through the website, through our EAP App, or you can also call our main phone number to talk with staff to register for an appointment. Just call 1-800-645-6571.

Myth

I work all day and EAP counselors only work Mon-Friday during work hours. I need someone on the weekends or evenings and someone preferably who speaks Spanish and understands my culture.

Reality

Profile EAP has options through our provider partner that offers evening, weekend and even holiday appointments. Our partner allows you to schedule online with the provider. They offer appointments in multiple languages and diversity options.

Myths and Reality

Profile Employee Assistance Program (EAP)

Confidentiality

Myth

I cannot use EAP because I do not want Colorado Springs School District 11 to know my personal information. Don't counselors share my information with Colorado Springs School District 11?

Reality

Your information is kept confidential. We use our own, separate secured EMR (EAP Expert). You have access to over 400 licensed counselors throughout Colorado who are in the EAP network.

Myth

I will not use the Profile EAP because it is not confidential, and my appointments are shared with Colorado Springs School District 11 Leadership.

Reality

Profile EAP is a confidential service, all counselors are licensed and therefore must adhere to the guidelines for licensure in the state they practice. No PHI can be shared without your written permission unless there is a danger to self, others, or suspected child or elder abuse. Only Non-PHI data/numbers are shared with Colorado Springs School District 11 leadership.

Myth

I only want a licensed provider and the EAP uses interns or individuals with a bachelor's degree.

Reality

All counselors who provide services for Profile EAP are required to be Master or Doctoral level licensed, experienced, counselors and must adhere to the guidelines for licensure in the state they practice. We do not contract with non-licensed, interns, or bachelor's level providers on our panel.

Myth

I have a substance abuse problem that I need help with, but I can't use the EAP because I will get fired.

Reality

Colorado Springs School District 11 does have a self-report provision in their drug free workplace policy. Employees who are struggling with substance abuse are encouraged to call EAP for an assessment and treatment recommendations to get the help they need. If you do self-report, Colorado Springs School District 11 will not be notified.

Myths and Reality

Profile Employee Assistance Program (EAP)

Provider/Counselor Expertise

Myth

EAP does not have any counselors that deal with children or adolescents.

Reality

EAP has many licensed counselors who have experience working with children and adolescents. Your EAP services are also available for your dependents up to 26 years or younger who are unmarried. All you need to do is either: 1) Call our 1-800 number (1-800-645-6571) or, 2) Visit our website www.ProfileEAP.org to register for services.

Myth

My problem is not big enough to bother EAP with and it is not work related.

Reality

EAP is here to help no matter how little or big the issue is. It does not have to be a crisis, or work related to get assistance. EAP can help with anything that causes disruption to you or your family.

Location (Where are counselors located)

Myth

The counselors are all located in Colorado Springs, they have no one in my area.

Reality

Profile EAP has over 400 licensed counselors throughout Colorado. We also contract with a large national company "Better Help Counseling" to offer another layer of support that extends to all 50 states throughout the US for Colorado Springs School District 11 family members

Myth

I do not want to see a local counselor because everyone locally will know my business.

Reality

Through EAP you have many options to work with counselors who do not live in your local area. Please let our scheduling team know that you prefer someone who is not local, and they will be happy to help.

Myth

I have a son in college in Oregon – Profile EAP is only local, with counselors only in Colorado.

Reality

Through Profile EAP, you have access to telehealth counseling services via zoom or phone, that can be accessed from various locations. You also have access to Better Help through your EAP services, which connects you to counselors across the US, who can service many different time zones and locations.

Myths and Reality

Profile Employee Assistance Program (EAP)

What Is The Cost To Use EAP Services?

Myth

I cannot afford to see a counselor and I do not know how much it costs for EAP.

Reality

You have access to 8 no-cost counseling sessions through your EAP services. There is no co-pay or out of pocket cost for EAP sessions as long as you use a provider authorized by Profile EAP.

Myth

I have a counselor that I already use, but EAP will not pay for me to see them.

Reality

To access the EAP service all clients must first go through the Profile EAP 800 number or online registration system. For sessions to be paid, EAP counselors who see our clients must have an authorization from Profile EAP prior to seeing the client. EAP has an open network. If you have a "licensed" counselor that you are already seeing, you can direct them to our provider relations team who can educate them about how they can become a Profile EAP provider. If they are approved through our vetting process and agree to our rates, they can be used going forward.

For more information or to schedule an appointment call Profile EAP at 1-800-645-6571 or visit the website www.ProfileEAP.org and use company code: CSD11