How to use the Employee Assistance Program.

The Employee Assistance Program (EAP) is a free and confidential service provided by your employer that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

Call your EAP toll-free, any time, **24/7, 365 days a year:**



1. **Call us**
   If you're using the mobile app, you can call us with one tap from your smartphone.

2. **Provide your name**
   and employer's name to an advisor. Your information will be kept confidential.

3. **Share your concerns**
   with a professional advisor for expert advice, strategies, and next steps.

4. **Arrange with the advisor**
   about how, when, and where you want to be contacted if follow-up is required.

   Your advisor will ask for your employer's name (or other sponsoring organization's name) so we can confirm the type of service available to you, along with other important health insurance and benefits information.



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An advisor will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP advisor may:

Work
with you to make a plan to resolve your issues or concerns.

Help
you navigate the EAP website for helpful resources, including articles, booklets, recordings, and more.

Refer
you to an EAP counselor for short-term support.

Guide
you to resources in your community, such as a support group or helping agency.

Recommend
community support for long-term counseling needs.



The EAP is free.

The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it.

However, if you accept a referral to services outside the EAP, you may be responsible for costs that may be associated with resources external to the EAP. The EAP advisor will work with you to find the most appropriate and cost-effective help to address your needs.

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact us today.

Call anytime: 855-549-4879 or visit one.telushealth.com
Username: Securian Password: lifeworks

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