

Frequently Asked Questions (FAQs)

What is SupportLinc?

The SupportLinc Employee Assistance Program (EAP) is a free, confidential benefit provided to employees and their immediate family members to assist with a wide range of personal and professional concerns.

Why Would Someone Need the SupportLinc EAP?

We all experience stress in our lives related to family and relationships, work-life balance, substance abuse or mental health concerns like anxiety and depression. We're often able to handle these stressors on our own but sometimes it's helpful to have a professional to turn to for guidance, support, resources and referrals that we might not come across on our own.

What Happens When I Call the EAP?

You and your immediate family members can contact SupportLinc at any time, day or night, and speak directly to a licensed counselor. This experienced SupportLinc counselor will gather some general information about you and will talk with you about the nature of your concern. This process is called an "intake". Once the intake conversation is completed, the counselor will coordinate the most appropriate resources that best meet your needs. These resources can include scheduling short-term counseling with a local provider, work-life resources and/or referrals to community resources or treatment providers through your health insurance plan.

Is SupportLinc Confidential?

Yes! The SupportLinc EAP is completely confidential. No one at your company will know that you have accessed services through the EAP. If you have been "formally" referred to the EAP by your supervisor, he/she will be advised only of your follow through with the recommendations made, not the details of your situation. Exceptions to confidentiality may apply by law if there are concerns regarding your safety or the safety of others.

How Much Does It Cost to Use the EAP?

There is no cost to you or your immediate family members to use the SupportLinc program. If services beyond the EAP are needed, the SupportLinc counselor will provide referrals based on coverage through your health insurance plan or other cost-effective resources in your community.

How do I Access SupportLinc?

You can call SupportLinc toll-free 24/7 at 1-888-881-LINC (5462) or access services through our website at www.supportlinc.com. Your username is: 'your company name', with no spaces and the password is: linc123. You can also have ease of access to the SupportLinc program through the eConnect Mobile App, available on most smart phones and tablet devices. Once downloaded, your username is 'your company name', with no spaces.