Employee Assistance Program *Tip Sheet*

Calling the EAP: What to Expect

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

Acentra HEALTH

Rest assured that **confidentiality** is the cornerstone of what we do. The information that you provide us is never shared with your employer or anyone without your written consent. Below is an outline of what to expect from calling the EAP to setting up services.

Calling the EAP

- Dial the toll-free number and **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 some basic demographic information from you. They will ask you some questions, such as what has prompted you to seek services at this time. This process is designed to be thorough in order to provide you with the most appropriate assistance matched to your unique needs.

Connecting with the Referral

- 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 EAP 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 decide to continue with counseling after using your EAP benefit, our counselors may be able to see you through your behavioral health insurance benefit. We suggest asking if the counselor takes your insurance upfront if this is something you may want to pursue.
- 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.
- The EAP provider will also help you connect with specialists as appropriate.

- For legal or financial consultation services, the EAP will connect you with an attorney or Money Coach to set up your no-cost 30-minute consultation.
- Child, elder, work-life, and daily living services are also available through the EAP as well. After a brief conversation to understand how we can help, we will connect you with a specialist who will provide you with expert guidance and conduct research to identify resources unique to your area of need.

Scheduling the Initial Counseling Appointment

- EAP sessions are typically 45-50 minutes long and can be schedule in-person or virtually (also known as telehealth). Once you have scheduled your first appointment with the counselor, please call the customer service line at 1-800-713-6251 to provide us with the name of the counselor you have schedule with and the date of your first appointment. We will handle everything to make sure the sessions are free of charge.
- Should you experience any difficulty connecting with a 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 the initial counseling session, the counselor will want to understand your concerns and what you hope to accomplish 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 that can be accomplished during short-term, solution focused counseling.

Follow-Up

Within two business days of 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 the EAP 24/7/365.

Your Employee Assistance Program
Anytime, any day, you have access to mental health professionals available to connect you with free and confidential services and resources to help you be your best. Simply call to get started today.

24/7/365 PHONE:
1.800.999.1077

WEBSITE:
www.EAPHelplink.com
Code: EAPNOW

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