

EAP Services

What is an EAP?

The Employee Assistance Program is a **confidential**, professional assessment and referral service provided by your employer . Assessment is face-to-face and offered by licensed behavioral health professionals close to where you live or work. In addition to assessment, many employers offer a menu of Work/Life services and resources. Most services offer your first three (3) visits free.

The EAP is available 24-hours per day, 7-days per week. A customer service representative will always greet you by phone and a provider is immediately available at all times for telephone consultation.

How Much Does It Cost?

There is NO COST to you, your spouse or domestic partner or children up to age 26 to utilize EAP services.

If you are connected to a professional counseling resource, the first four (4) visits are free of charge. Any concerns you have, all issues you are confronting, no limits to the assistance available.

How Do I Contact You?

There are several ways you can contact the EAP.

- **(800) 777-4114** -- Our main number -is answered 24-hours per day, 7-days per week.
- **(800) 777-4969** -- Our toll free TYY number for the hearing impaired.
- E-mail us at info@firstchoicееap.com or schedule an appointment from the EAP website.

Is This Service Confidential?

Yes, the Employee Assistance Program is confidential. We take the privacy of your information as seriously as we take the privacy of our own. Your right to confidentiality is protected by law. We do not release any information unless you specify in writing what information is to be released, and to whom.

Are There Exceptions to Confidentiality?

There are certain behaviors and actions that the EAP, in the interests of public safety, is required by law to report. These include threat of harm to self or others as well as child abuse and elder abuse.

What Kinds of Problems Are Covered by the EAP?

The EAP responds to all kinds of requests for assessment and life concerns. It's normal for people to have more than one concern at a time. Here is a brief list of issues and concerns that Team EAP can help you respond to:

- Relationship Concerns
 - General Stress
 - Traumatic Stress
 - Family Problems
 - Work Stress
 - Depression
 - Anxiety
 - Impulse Control
 - Domestic Abuse
 - Parenting Problems
 - School Performance
 - Adolescence
 - Grief & Loss
 - Life Transitions
 - Work Performance
 - Communication Skills
 - Gambling Addiction
 - Sleep Problems
 - Alcohol Abuse
 - Drug Problems
 - Caregiver Burnout
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What Are Work Life Resources?

Many of the companies we serve also make Work Life Resources like Eldercare Consultation, Childcare Referral, Legal Consultation, ID Theft Resolution, Financial Consultation and/or Nurseline available to employee families. Contact the EAP if you have questions about which Work Life Resources are available through your employer or for more information about a specific service or topic.

What Can I Expect When I Contact the EAP?

When you call our toll free number, you will speak with an EAP professional who will ask a few brief questions. We'll need to know your name and the company you work for, the type of problem you are experiencing and your preferences about location & time for meeting with a provider. It's also important for the EAP to clarify your contact information and preferences about receiving E-mail or voicemail messages. The EAP will connect you to a provider with experience working with your concerns and in a location convenient to where you work or live.

Team EAP at First Choice Health is at your service. We look forward to meeting your needs and exceeding your expectations for client care and customer service.