



FAQs about your EAP!

Here are answers to some of the most common questions that Members ask about our services:

Q. What does EAP stand for?

A. EAP is the abbreviation for “Employee Assistance Program,” a confidential benefit that provides counseling and assessment and referral designed to help you manage and resolve work and life problems. It also provides personal and professional coaching from certified coaches, more than 8,000 training programs trainings and wellness benefits.

Q. Do I have to meet in person with a counselor or do you have remote services?

A. Telephonic counseling is available 24/7 with Masters and Ph.D. clinical counselors who provide in-the-moment counseling. If you and your counselor determine that ongoing therapy would be beneficial, we can refer to a network of thousands of local counselors for in-person or telephonic counseling. We also offer Telehealth counseling as an option, providing video, telephonic, and text counseling.

Q. How can I find out if the benefit, service or training that I am looking for is available?

A. You can log in and check out the self-help tools, or feel free to call our toll-free number to tell us about your needs and we’ll help you access the right service. www.theEAP.com or 800.252.4555.

Q. Will my employer or my spouse know if I use your counseling services?

A. Your EAP is totally confidential and no one will know you are using our services unless you choose to tell them.

Q. Right now, Covid-19 is the biggest problem in my life. Can the EAP help?

A. Yes! We have many resources, such as our online Coronavirus tools and trainings, financial and debt resources, stress management, coaching and counseling, and much more.

Q. Do I have to get a referral from my employer to use your services?

A. No, you can access us directly by calling our toll-free help-line 800-252-4555. Or login at www.theEAP.com by clicking on the “Employee & Family” button.

Q. What are your hours?

A. Our toll-free helpline and our online self-help resources and trainings are available 24 hours a day, 7 days a week, all year long.

Q. Can my family use the EAP?

A. EAP services are available to you and your household members as well as dependent children living away from home, up to age 26.