

# Employee Assistance Program

## WELLNESS & SUPPORT

### Guide to Your EAP Program

#### Who is covered by the EAP?

You, your spouse/domestic partner and your children up to age 26 are covered by our EAP services. Your EAP services are at no cost and are strictly confidential.

#### How do my family members or I request EAP services?

You can request services in two ways. Call us at **1-800-777-4114** or go to the EAP website at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com). There is a link to "Request a Referral." Complete the questions and it will be forwarded to EAP staff member who will process your request. Please let the EAP know if you have any special preferences in the type of provider you would like to see.

For your covered family members to access EAP services, they only need to tell us the name of the organization where their family member is employed and we will serve them. They do not have to tell us the name of the employee and we do not ask. Their EAP services are also strictly confidential.

#### What services are available from the EAP?

In addition to counseling services, the EAP provides legal and financial consultations, ID theft and fraud support, childcare and eldercare consultations, and home ownership assistance. Details of these programs can be found in your EAP brochure and plan summary.

#### How do we get connected to a EAP provider?

After you reach out with your preferences, our customer service team will work hard to match you with the provider that best meets your needs. Once matched, the provider will contact you directly to schedule your appointment.

If for any reason you are dissatisfied with your EAP provider, please let us know after your first session and we will re-refer you to a different EAP provider. This will not count against your sessions.

#### Do I have to see the EAP provider face-to-face?

You can see your EAP provider either face-to-face or virtually. Your first face-to-face or virtual counseling sessions are provided no cost.

Virtual counseling sessions can be used in four ways (unscheduled chat, live chat, phone call, or video), using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.

Missed appointments or late cancellations will count as service usage.

#### What if I want to talk with someone immediately?

Immediate in-the-moment telephonic support with a counselor is available 24/7. All you need to do is request to talk with a counselor when you call. Accessing this telephonic support does not apply toward your free EAP sessions and is also 100% confidential.

**Ready to start? Call (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com).**

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