

Commonly Asked Questions About Your EAP

Employee Assistance Program (EAP)

Your company provides an Employee Assistance Program (EAP) to their employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses and their dependents. An employee or their family member can access the program by calling the ComPsych® GuidanceResources® toll-free number: **800.311.4327**. In order for everyone to better understand the EAP services, here is information and answers to frequently asked questions.

What happens when I call the EAP?

An Intake Specialist (a Master's level counselor) will collect some general information about you and will talk with you about your needs. This specialist will then refer you to a provider in your area that best fits your personal needs.

How many complimentary sessions will I get with a ComPsych counselor?

You will receive _____ counseling sessions at no charge. If it is determined that the problem cannot be resolved in short-term counseling through the EAP and you will need longer term treatment, you will be referred to a specialist early on, and your insurance coverage will be activated.

Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential employee benefit for employees and their families.

Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

What type of legal assistance is available?

When a legal issue arises, our attorneys are available to provide confidential support. If you require representation, you can also be referred to a qualified attorney in your area. Call any time with legal issues including:

- › Divorce and family law
- › Debt obligations
- › Landlord and tenant issues
- › Real estate transactions
- › Bankruptcy
- › Criminal actions
- › Civil lawsuits
- › Contracts

Can the EAP assist with my financial concerns?

Our financial professionals are here to discuss your concerns and provide you with the tools and information you need to address your finances, including:

- › Getting out of debt
- › Retirement planning
- › Credit card or loan problems
- › Saving for college
- › Tax questions
- › Estate planning

Call: **800.311.4327**

TDD: **800.697.0353**

Online: **guidanceresources.com**

Your company Web ID: **GEN311**