



YOUR EAP: WHAT TO EXPECT



1 Who can use the EAP?

Employees, their dependents, and household members are eligible to access their EAP + Work-life benefit. Coverage continues for six (6) months post-employment.

2 How can I access services?

You may call our toll-free Helpline or use the iConnectYou App to access in-the-moment support, intake, and assessment. A counselor is always available to assist!

3 Who do I speak with when I call the EAP?

All calls into the EAP are answered either by a work-life consultant or a Master's level counselor who will conduct intake to gather demographic information and to understand the challenges that prompted you to call the EAP. If a clinical referral is needed, the counselor will conduct a telephonic clinical assessment during the call in order to determine next steps.

4 What kinds of problems does the EAP help with?

Counseling can be provided for most short-term issues that are affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; anxiety and depression; loss and grief; stress; burnout; and dependent care concerns.

5 I was offered Single Session Therapy. What is it?

At times, members calling the EAP find the idea of engaging in counseling challenging and may not want, or are not ready, to commit to weekly sessions. Instead, depending on the situation, they may benefit from immediate in-the-moment emotional support supplied in a single conversation and sufficient to provide them with the constructive help they need to move forward in, or resolve, the situation for which they are calling. Single Session Therapy, which is generally delivered via telephone or video, provides the member with a clinical intervention, based on a problem-solving approach, at the moment of contact. Examples of concerns that may respond well to these interventions are work-related stress, relationship concerns or parenting issues.

6 Are there issues that are not appropriate for the EAP?

Yes. Not every issue is appropriate for short-term counseling through the EAP. For example, the EAP does not cover issues that require physician/psychiatric evaluation, psychological testing, chronic mental health illness, long-term psychotherapy treatment, or inpatient or residential treatment services. In these cases, we will provide you with an appropriate referral to either your health plan or to other community resources.

7 The counselor recommended short-term counseling sessions. What happens next?

Following the initial intake call, our team will search for a local affiliate counselor (or a counselor for telephonic/video sessions) that has appropriate availability for your case. The counselor referral will be emailed to you within three business days for routine cases and sooner for urgent cases. Some referrals with specific criteria such as an evening appointment or a counselor that speaks a specific language may take longer to identify and confirm. Once you receive the referral, you will need to call the referred counselor directly to schedule an appointment.

8 What should I do if I don't receive the referral?

We recommend first checking your spam/junk folder or your voicemail as referrals are typically provided via email or phone, depending on which method was requested. If the referral is not in your inbox, spam/junk mail, or voicemail, you may call the Helpline to inquire about the status of your referral.

Always Available | Free | Confidential

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