

# What Happens When You Call the EAP?

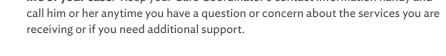
Provided by BHS, your Employee Assistance Program (EAP) provides you with resources to help with personal or professional issues that may be interfering with your work or family responsibilities.

## COMMON REASONS TO CALL THE EAP INCLUDE:

RELATIONSHIPS		TRANSITIONS		RISKS		CHALLENGES	
Boss/	Friends	Birth/Death	Marriage/	Burnout/	Substance	Daily	Parenting/
Co-worker	Spouse/Kids	Health/	Divorce	Anger	abuse	responsibilities	Balance
Customers	. ,	Illness	Promotion/	Depression/	Suicidal	Financial/	Stress/
			Retirement	Anxiety	thoughts	Legal	Conflict

#### When You Call the EAP:

- You will be immediately connected with a Care Coordinator, who is a Master's Level Clinician.
- The Care Coordinator will assess your needs, screen for emergencies, provide in-the-moment support and serve as your guide and advocate throughout the EAP process.
- Following the needs assessment, the Care Coordinator will work with you to create a plan for support and resolution.
- The Care Coordinator may:
  - A. Resolve your need within the initial call.
  - B. Assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions.
  - C. Assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.\*
  - D. Determine an additional assessment is required with an EAP counselor.
- Regardless of your need, your Care Coordinator will follow-up with you for the life of your case. Keep your Care Coordinator's contact information handy and





#### **Program Cost**

This is a FREE\* benefit provided and paid for by your employer at no cost to you.



#### Confidentiality

The EAP is completely confidential. BHS follows all federal and state privacy laws. Information about your problem cannot be released without your written permission.



### Available 24/7

Services are available 24-hours a day, 7-days a week.

# Call or text to get started. 800-327-2251

For more information about EAP services, visit

portal.BHSonline.com ID: **HOOD** 



<sup>\*</sup> If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan. © BHS, All rights reserved.