

## EMPLOYEE ASSISTANCE PROGRAM - OUTLINE OF BENEFITS FOR MANAGEMENT

### EAP SERVICES OVERVIEW: SELF ACCESS BY PARTICIPANTS

#### A. Counseling Services

1. 6 sessions per issue, per family, per plan year, per provider
2. All sessions provided in-person or via teletherapy with licensed clinicians
3. New referrals provided after 1-2 sessions if the initial provider is not a good fit
4. A nationwide network of providers
5. No cost to participants

#### B. Legal Services

1. No cost 30-minute consultations (up to 3 per plan year)
2. In-person or telephone/virtual session
3. Almost any legal issue or question (criminal, civil, wills, letter review, immigration support)

*\*Exceptions: Suits against the employer, sideline business*

#### C. Financial Services

1. No cost 30-minute consultations (up to 3 per plan year)
2. In-person or telephone/virtual session
3. Support by financial counselors on any financial need (financial planning, debt management, retirement, credit counseling, identity theft prevention)

*\*Exceptions: Monetary assistance, advice on specific investment/firm to hire*

#### D. Online Work/Life and Wellness Resources at [www.4eap.com](http://www.4eap.com)

1. Online Work/Life Database: Resources for childcare, elder care, pet care, adoption, relocation services and school resources
2. Online Wellness: Self-help support through wellness lessons and webinars, diet and exercise, smoking cessation, fitness and eating healthy

#### E. 24/7 Crisis Support and Intervention

1. Crisis counselors available for participant support (connected over the phone with a crisis counselor)
2. Onsite support in response to critical incidents as requested by management

#### F. Eligibility

1. Employee, spouse and dependents under the age of 26

#### CRISIS COUNSELING 24/7

(IF CALLING AFTER HOURS, PLEASE PRESS OPTION 7 THROUGH AUTOMATED SYSTEM FOR CRISIS SUPPORT)

### MANAGEMENT SUPPORT

#### A. Unlimited HR/supervisor consultations

#### B. Support using the EAP to address work performance issues—mandated referrals

#### C. Onsite support in response to a critical incident or grief debriefing

#### D. Promotional materials available to assist in promoting the EAP

#### E. EAP Orientations for employees outlining all the benefits available to them and their family\*

#### F. Trainings for Supervisors/Managers on EAP benefits available to employees and using the EAP as a tool to address work issues

*\*Charges may apply if there are no hours under contract*

### CONFIDENTIAL PROGRAM

#### A. Confidential services—HIPAA compliant

1. Interface Behavioral Health follows all applicable HIPAA regulations and will not disclose information regarding a participant's use of the EAP program.
2. Exceptions
  - As required by law/Duty to Warn
  - With a signed Release of Information