

## What's the story with the EAP? Here are some frequent questions that we are asked...



### Q. What is the Employee Assistance Program (EAP)?

A. The EAP is a **confidential** benefit that provides counseling, coaching, assessment and referral designed to help you manage and resolve work and life problems. It also provides a full range of personal and professional development programs, with 18 coaching programs, more than 300 trainings and wellness benefits.

### Q. Who can use the EAP?

A. EAP services are available to you and your household members as well as dependent children living away from home, up to age 26.

### Q. How much does it cost to use your counselors or coaches?

A. Your EAP is a totally **free benefit** for you and your family, paid for by your employer. There is no charge for counseling, coaching, online training, or any other service we provide.

### Q. Do I have to get a referral from my employer to use your services?

A. No, you can access us directly by calling our toll-free help-line **800.225.2527** or **800.252.4555**. Or login at [www.theEAP.com](http://www.theEAP.com) by clicking on the “Employee & Family” button.

### Q. How can I find out if the benefit, service or training that I am looking for is available?

A. You can log in and check out the self-help tools, or feel free to call our toll-free number to tell us about your needs. We'll help you access the right service. See above.

### Q. What are your hours?

A. Our toll-free helpline and our online self-help resources and trainings are available 24 hours a day, 7 days a week, all year long.

### Q. Will my employer or my spouse know if I use your services?

A. Your EAP is **totally confidential** and no one will know you are using our services unless you choose to tell them.