

Employee  
Assistance  
Program (EAP)



## Employee Assistance Program Services

*Helping Employees  
Help Themselves*



[www.thedacare.org](http://www.thedacare.org)

PS5069 Rev. 10/15 ThedaCare Print Center

*ThedaCare at Work reduces healthcare costs by improving employee health.*

### *Dear Employee:*

The ThedaCare At Work Employee Assistance Program serves one purpose: to help you. Whether it be personal, financial, or professional struggles you may be experiencing, please use the EAP to help you identify and cope with your issues, make decisions to better your situation, and above all, feel better. Employees and eligible family/household members, including spouses, dependents and others living in the household, can utilize the EAP. And we encourage you, and them, to do so.

#### **Key Components of the program include:**

- Free and confidential counseling and phone consultations.
- 24-hour access and toll free number.
- Local service availability.
- Supervisor/management training.
- Employer and employee consultation.

Please peruse this booklet to get started, and know that it doesn't matter how small or large the issue or concern is, ThedaCare At Work EAP can help:

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## EAP Can Help

From juggling work and family, to managing relationships and finances, life involves a lot of pressures. Dealing with it all can be overwhelming, but it doesn't have to be. Try talking about your pressures, issues, situations and concerns. By doing so, you can get through it and be happier and healthier when you come out on the other side.

#### **Typical issues your EAP can help with include:**

- Addictions
- Marital or Relationship Conflict
- Parenting or Family Issues
- Stress
- Depression and Anxiety
- Grief or Loss
- Workplace Issues
- Children and Teen Issues
- Gay/Lesbian Issues
- Elder Adult Caregiving Issues
- Infertility & Adoption Issues
- Alcohol or Drug Abuse
- Anger Management
- Behavioral and Emotional Disorders
- Self Improvement
- Communication Issues
- Crisis Intervention Issues

Your ThedaCare at Work EAP is a quality, caring, comprehensive counseling, information and referral service. Counseling is provided by experienced master-level and/or state-licensed counselors.

**Who is eligible to use EAP services?**

Employees, their spouses, dependents, and others living in the household are all eligible.

**Other eligibility conditions:**

- Should your employment end for any reason, you have up to 30 days from your last day of work to schedule an appointment with the EAP and be eligible for the full amount of allotted sessions.
- A non-marital partner may initiate services and be seen independently within 30 days of leaving the employee's household.

**What about the cost?**

Your company pays for the EAP. You will not be charged for the initial assessment and short-term counseling. If a referral is made, and you need further counseling or resources, the referral will be to agencies that may be covered by your insurance or based on your ability to pay. You may be responsible for any costs not covered by insurance.

**Is the information I discuss confidential?**

All discussions with counselors are strictly confidential. Information will not be released to anyone, including your employer, without your written permission, and using the EAP will not become part of personnel or medical records. Special care is taken to protect your privacy. The only exception is in a life-threatening situation or where required by law.

**How do I access this service?**

It's easy! Just call **920.749.2390** or **800.236.3666** and you will reach an EAP client service representative. They will ask you for some basic information such as your name, phone number, the company that provides your EAP benefit and the nature of your call. They will schedule an appointment for you, or connect you to the most appropriate person.

**What if I am looking to talk to a counselor outside of normal office hours?**

In the case of urgent matters outside of normal EAP business hours, just call **800.236.3666**. When prompted, press "0" and your call will be transferred to a counselor.

**Is the EAP available to me no matter where I live?**

Absolutely! We contract with providers throughout the U.S. Simply call **800.236.3666** for assistance.

**If I'm having a problem at work, can the EAP help?**

Absolutely. Anything that is distracting you from being productive, happy and healthy is appropriate for the EAP. The program is designed to address not only personal issues, but also situations that develop at work as well.

**How is the EAP different than counseling I have access to through my health insurance plan?**

The EAP provides counseling resources for most any situation (marital, grief and loss, family, work related, self-improvement, etc), whereas health insurance plans may have limited forms of counseling covered in the plan. Also, your EAP benefit is unique in that it: covers others living in your household; provides counseling sessions free of charge; is completely confidential; and is an information and referral resource to community programs.

**What if I don't feel my counselor is a good match?**

We want you to feel comfortable and safe with your counselor for a better, quicker result. If you don't feel you have a good match with your counselor, please let us know and we can set you up with someone else.

**Because my employer pays for the service, do they have a right to know who uses the EAP?**

Absolutely not. Employees/clients are protected by state and federal confidentiality laws. The only information your company receives is a statistical report on a quarterly basis. This report does not identify individuals, gender, or dates used.

**Does the EAP only offer counseling?**

No. In addition to counseling, the EAP provide information and referral services to a number of community resources, including self-improvement, legal, financial, childcare and more.

**Can I still use the EAP if my employment ends with my current employer?**

Yes. You have up to 30 days from your last day of work to schedule an appointment with the EAP.

If you have any further questions regarding your EAP benefit, please call **920.749.2390** or **800.236.3666**.

## Make an Appointment

*Assistance is just a phone call away. It's easy. It's confidential. It's safe. And it will help.*

- Call EAP at **920.749.2390** or **800.236.3666**.
- You'll be asked which company provides your EAP benefit.
- You'll be asked for some basic information.
- You'll get an appointment scheduled.

For urgent matters outside business hours, call **920.749.2390** or **800.236.3666**. When prompted, press "0" and your call will be automatically transferred to a counselor.

## Commonly Asked Questions

### **What is ThedaCare At Work Employee Assistance Program?**

ThedaCare At Work is a non-profit organization providing quality, caring and compassionate EAP services since 1974. The goal is to empower employees and their families to live healthier, fuller, and happier at work and at home.

### **What exactly is an Employee Assistance Program (EAP)?**

An EAP is an employee benefit sponsored by your employer. It is designed to assist employees and their families in identifying and resolving personal issues and concerns. The program's goal is to keep valuable employees healthy, happy and productive through prevention, early intervention and brief solution-focused assistance. All services are professional and confidential.

### **Why should I use this program?**

Because life is stressful and sometimes overwhelming. To experience personal crisis or emotional turmoil is daunting and can be damaging to the point of interfering with varying areas of life, including work. An EAP counselor is specifically trained to help, and is someone who can ease the burden and concerns you have. Sometimes all it takes is someone to listen. Other times, it may take some added resources. But in all cases, the goal is to get you through your personal situations so you can be a happy, healthy, productive person again.

### **How do I make an appointment?**

Simply call and identify yourself as an employee (or family member living in the employee's household) of the contracted company. We will schedule you with a qualified EAP provider in your area. Appointments are typically 50 minutes in length. Please Note: If you are unable to attend an appointment, please call at least 24 hours in advance to cancel. Failure to do so may result in a deduction of a session.

### **What will happen during the appointment?**

During your initial session, a professional counselor will assist you to identify and evaluate your concern(s). You'll discuss possible solutions and you'll be given recommendations on how to reach those solutions. In some cases, the EAP can deal with your situation in a few sessions. In other cases, a referral will be made to the appropriate resource for additional help.