

WHAT CAN YOU EXPECT WHEN YOU CALL YOUR EAP?



Your EAP offers professional guidance to you and your family members when personal or work-related problems become difficult to manage alone. Your EAP offers free assessment, short-term counseling and referral information to you and your family members

You have an EAP because your employer sees you as its most valuable asset. However, you may be **unsure about making that first call**. **Asking for help is very difficult** for some people. **Not knowing what to expect** when calling the EAP **can also increase the anxiety** about making the call.

Our REACH EAP Intake Specialists are aware that it is difficult for some to make that initial call and treat every caller with respect and sensitivity.

- ❖ What will I be asked in the beginning of the call?
 - Your Name
 - The company you work for – to determine eligibility.
 - Your address – to locate a counselor near you.
 - Your Date of Birth
 - Your phone number – a contact number to verify appointments.
 - The reason for your call – very generally (i.e. stress, relationship, parenting, etc.)
- ❖ Will I be asked anything else?
 - A Risk Assessment about how you are doing at the time of the call.
 - Is it Ok to leave a message on your phone?
- ❖ Is the information I provide protected?
 - Yes. REACH is in compliance with all HIPPA regulations.
 - It is only shared with those who will be providing services for you.
- ❖ How will I know when and with whom I'll receive counseling?
 - You will be contacted by our Call Center staff regarding the counselor.
 - You will then be asked to contact the counselor to set/confirm the appointment.

Our REACH EAP services are safe, confidential, and free of charge to you.

Help is in REACH. Please call us at 800-950-3434