YOUR EAP
What to Expect

Who can use the EAP?
Employees, their dependents, and household members are eligible to access services. Coverage continues for six (6) months post-employment.

How can I access services?
By calling the toll-free Helpline or through our website. A counselor is always available to help.

Who do I speak with when I call the EAP?
All calls into the EAP are answered either by a work-life consultant or a Master's level counselor who will conduct intake to gather demographic information and to understand the challenges that prompted you to call the EAP. If a clinical referral is needed, the counselor will conduct a telephonic clinical assessment during the call.

How long is the initial call with the intake counselor?
Although each call varies, the average call length including clinical assessment is around 20 minutes.

What Kinds of Problems Do You Help With?
Counseling can be provided for most issues that are affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; anxiety and depression; loss and grief; substance abuse; and crisis management/trauma.

Are there issues that can not be addressed through the EAP?
Yes. Not every issue is appropriate for short-term counseling through the EAP. For example, the EAP does not cover issues that require physician/psychiatric evaluation, psychological testing, chronic mental health illness, long-term psychotherapy treatment, or inpatient or residential treatment services. In these cases, we will provide you with an appropriate referral to either your health plan or to other community resources.

What happens after I complete the intake call?
Following the initial intake call, our team will search for a local affiliate counselor that has appropriate availability for your case. The counselor referral will be emailed to you within three business days. Some referrals with specific criteria such as an evening appointment or a counselor that speaks a specific language may take longer to identify and confirm. Once you receive the referral, you will need to call the referred counselor directly to schedule an appointment.

What should I do if I don't receive the referral?
We recommend first checking your spam/junk folder as referrals are typically provided via email. If the referral is not in your inbox or spam/junk mail, you may call the Helpline to inquire about the status of your referral.

Is the EAP only for counseling?
No. We offer unlimited telephonic consultation with financial counselors, 30-minute consultations with attorneys, and can assist with locating nearly endless resources such as finding care for pets, personal care, travel, contractors, education, and managing day-to-day responsibilities at home, and work.

Is It Really Confidential?
Yes! All information, assessments, and referrals through the EAP are held highly confidential and protected by the HIPAA Privacy Rule. The EAP will not release information to anyone, including your employer or family member, without your written consent. However, in situations where there is a danger to the individual or others, the Deer Oaks counselor is obligated by law to make appropriate notification.

What Does It Cost?
There is no charge to you or your household members to access the EAP. This benefit is paid for by your employer.