

Frequently Asked Questions about your Employee Assistance Program (EAP)

Do I need to go through my company or anyone else to access EAP services?

No. Simply begin by calling our toll free number: 1-800-726-0003. Everything you do from that point forward is *strictly confidential* and is not documented in your personnel or medical files. As a self-referral, your employer will have no knowledge of your using the EAP.

What if I don't like or disagree with the counselor I have been referred to?

We share your goals of problem-resolution. If at first you are dissatisfied with your assigned counselor, you may call and ask for a new referral. We may ask that you describe the problems you are facing with the original counselor. We are always interested in differentiating a “bad fit” from a quality problem or grievance.

What if I want to see a counselor that is not in the BPA Network?

BPA has a carefully selected network of EAP professionals. They have been chosen for their professionalism as well as their experience in dealing with the demands of work and life. Each counselor has agreed to contract with BPA and go through a rigorous application process.

If you have a counselor you insist on seeing that is not a covered BPA provider, you may see that counselor at your own expense or according to your employer's group medical plan provisions.

Are the few sessions available through the EAP enough to help me?

The aim and objective of an EAP is short-term problem assessment and expert referral. Your allowable visits are enough to evaluate issues completely and plan for your future with help in your community.

Can my dependent(s) use the EAP services?

Your spouse and dependent children are eligible for the EAP.

If a child is under 18 years of age, a parent must call to schedule an appointment. Otherwise, when your dependent(s) is over 18 years of age, he/she must initiate the call to schedule services.

How can I, or anyone else, find out if my dependents are accessing the EAP?

BPA adheres to all the federal and state laws regarding confidentiality and privacy in mental health and substance abuse treatment. No information will be released to anyone without a signed Release of Information. If a minor (under 18 years of age) is being seen with consent, the parents are legally authorized access to their records.

What if I am in crisis and wish to speak with a counselor right away?

Let us know that you are in crisis and that you need to speak with a professional counselor immediately. Your call will be handled by a master's level clinician with crisis intervention training.

What if the crisis occurs after work or on the weekend?

Counselors are available to speak with you on a 24-hour basis, seven days a week.

Can I arrange for a counseling appointment in the evening?

Some providers offer evening hours and have Saturday appointments. However, most are open during regular business hours in the same manner as other health care professionals.

Who do I call if I have a complaint about the EAP?

BPA is serious about quality assurance. If you have a complaint about services, call the Hotline (1-800-726-0003) and let us know specifically about your grievance. All complaints are handled in a confidential and professional way according to national standards for quality.

Your employer's Account Manager is also available to hear your concerns and help to resolve the problem(s) in the most appropriate way.

What is an EAP?

Your EAP is designed to give you (the employee) and your family members **easy, free, and confidential** access to professional counseling. The goal of the EAP is to help with any problem that might affect life at work or at home.

What does it cost?

Nothing. Provided you see an approved counselor, the EAP sessions are free of charge, however, any care above and beyond the EAP is subject to your Mental Health benefits. See your plan description/summary for more information.

What if I'm divorced and my children only live with me part of the time?

The EAP benefit has a very generous description of family members. They do not have to be enrolled in the Group Health plan. If an eligible child is living in your home and affecting your quality of life with an issue or problem, then they are eligible to come in for counseling with you.

What if my child is away at college or if I go on vacation out of state?

Business Psychology Associates has counselors available virtually anywhere in the country. Simply call the EAP Hotline, 1-800-726-0003. Children in full-time schooling are eligible to age 23 if supported by you as a parent.

Who Would I See?

All counselors have professional degrees, many years experience, state license, and are fully insured. A referral would be made to the Network Counselor that would best meet your individual needs.

How is the EAP different from my group health plan benefits?

Your Group Health benefits are different in that they are typically only available to those enrolled in the plan as employees or eligible dependents.

The EAP Network of counselors makes referrals to Mental Health and Substance Abuse professionals; counselors, psychologists, psychiatrists and hospitals or treatment facilities for care likely to be necessary following EAP problem assessment.

Most group health plans have a per visit co-pay or deductible for mental health services. The EAP does not.

Mental Health benefits in a group health plan generally do not cover problems that are not considered medically necessary. All claims must have a diagnosis. The EAP is available whether there is a diagnosis or not. The EAP can help with all kinds of issues including problem behaviors, grief, relationships and stress.

Who do I call?

Call 1-800-726-0003. You may call 24 hours per day/ 365 days per year. Professional Counselors are available on the EAP Hotline and a call does not count against your available benefit.

What kinds of problems does the EAP address?

The EAP is designed to address a wide range of personal problems and issues. Often these will include emotional or behavioral issues. When financial or legal issue create stress in your life, your EAP can help connect you to resources and information. People use the EAP to resolve marital, family or work problems. The EAP is instrumental in addressing alcohol and drug dependency problems.

The EAP is designed to accurately evaluate or assess problems, which may include Mental Health or Substance Abuse diagnoses, but it is not designed to resolve them. These problems require referral to a specialist, such as a psychiatrist, for longer-term care and attention.

Who will know that I've used the EAP?

No one. The EAP component of your benefit plan provides services that are private and confidential. No information is released to your employer unless you request and sign a Release of Information.

Are psychological testing and court-ordered treatment covered by the EAP?

They are not. Psychological testing may be available for children through their school. Court-ordered treatment is generally not covered by any plan, as it is often a condition of a felony charge.

What is an "incident"?

An Incident is a problem or set of related problems as determined by your counselor. Related problems will be dealt with as one incident by the counselor and may require that others attend counseling with you for resolution. Unique incidents will be dealt with by allowing a new series of counseling sessions.

How long does a "session" last?

Sessions last approximately fifty-five minutes. This allows your counselor to then enter notes into your record.

Where is the EAP? Where are their offices?

There are EAP counselors throughout the country. Upon calling the EAP Hotline **1-800-726-0003** an appointment with a local counselor will be scheduled for you.