

# Providence Employee Assistance Program (EAP) Benefit Overview — for Providence Health Plan members covered by a small group employer plan

## Your guide to confidential employee assistance

The Providence Employee Assistance Program (EAP) makes it easy for you to get the help you need to deal with life's challenges. Your employer offers the EAP benefit as a confidential, easy-to-use resource that focuses on your well-being. Professional assistance is available free of charge, 24 hours a day, 365 days a year. The EAP is available to **ALL employees** and their dependents, *regardless of enrollment in medical benefits.*

### Here's how to access the following services:

1. Call **1-800-255-5255** and provide the code: PHPSMG
2. Let our intake specialist know which resources you want to access. You can make an appointment with a counselor or ask to have a counselor call you to discuss your concerns.
3. The EAP counselor will assist in evaluating the problem, provide short-term counseling and, as needed, offer referrals for any professional help which is beyond the scope of the EAP.

At your first session, you should be prepared to give the counselor some background information to assist in formulating an action plan. Many people find it helpful to prepare a list of things they wish to discuss at each session.

## Face-to-face counseling services and assessments

Need to discuss confidential personal issues? Schedule up to three sessions per issue to address a variety of your concerns. Providence EAP counselors are experienced in helping individuals, couples and families work through everyday challenges. Get help with:

- Personal and work pressures
- Relationship conflicts
- Career changes
- Stress
- Parenting
- Alcohol and drug problems
- Life crises related to death, divorce, illness and other major events

## **Telephonic services**

Your life is busy and in-person counseling sessions don't always meet your needs. That's why we now offer telephonic counseling sessions. This works well for participants who are uncomfortable meeting with an EAP provider face-to-face, or for those with limitations which make in-person counseling inconvenient.

## **Legal and financial services**

As a Providence EAP member, you can receive a free 30-minute consultation with an attorney in your area. Once you've completed your initial consultation, you can receive a 25 percent discount off the attorney's normal rate, should you wish to retain his or her services.

Need financial guidance? As a Providence EAP member, you're eligible for a free phone consultation. Typical matters include credit counseling, debt and budgeting assistance and tax planning. Local referrals are available for more complex financial planning issues. **Please note:** You are responsible for any costs incurred since this is not a covered EAP benefit.

## **Elder and child care consultation and referral services**

Information and referrals are available for a broad range of elder and child care services. Via the web or phone request you can access: exhaustive searches, customized matches, referrals (minimum of three) verified every time, and detailed profiles. Referrals and education packets are emailed within 12 business hours or mailed within 24 hours of request; emergency referrals and education packets are emailed within six business hours or mailed overnight.

## **Work/Life Resources on the web**

Our comprehensive website (also available in Spanish) provides you with interactive tools, calculators and current information about wellness, education, eldercare, and everyday life issues. Each month, the website's main pages are updated with feature articles that follow a topical theme. New articles and resource links are added every month. Go to [ProvidenceHealthPlan.com/EAP](https://ProvidenceHealthPlan.com/EAP) and click on the Work/Life Resources link.

## **Privacy is a priority**

Providence EAP upholds strict confidentiality standards. Your personal information is kept confidential in accordance with federal and state laws. No one will be provided any information about you without your written consent.

## **Learn more**

Visit us on the web at [ProvidenceHealthPlan.com/EAP](https://ProvidenceHealthPlan.com/EAP) or call **1-800-255-5255** and provide the code: PHPSMG