



Commonly Asked Questions About Your EAP

Employee Assistance Program (EAP)

Your company provides an Employee Assistance Program (EAP) to their employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses, and their dependents. An employee or an employee's family member can access the program by calling the ComPsych® GuidanceResources® toll-free number:

In order for everyone to better understand the EAP services, here are answers to some often-asked questions.

What happens when I call the EAP?

An Intake Specialist (a masters or PhD level minimum counselor) will collect some general information about you and will talk with you about your needs. This specialist will provide the name of a counselor who best fits your personal needs. You will then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

How many complimentary sessions will I get with a ComPsych counselor?

If the counselor determines that your issues can be resolved within five (5) sessions, you will receive short-term counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling through the EAP and you will need longer-term treatment, you will be referred to a specialist early on, and your insurance coverage will be activated.

Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential benefit for employees and their eligible dependents.

Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

Why do they pay for this benefit?

Because your company cares about its employees, and they recognize that personal problems can affect job performance, causing stress, absenteeism, employee turnover, etc.

Call:

TDD: 800.697.0353

Go online: guidanceresources.com

Your company Web ID: