

Employee Assistance Summary of Services



ASSISTANCE
by **bhs**

What is an EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you and your household members with **free, confidential, in-the-moment support** to help with personal or professional problems that may interfere with work or family responsibilities.

What Happens When You Call the EAP?

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*



Common Reasons to Call Your EAP


Relationships	Transitions	Risks	Challenges
Boss/ Co-worker	Birth/Death	Burnout/Anger	Daily responsibilities
Customers	Health/ Illness	Depression/ Anxiety	Financial/Legal
Friends	Marriage/Divorce	Suicidal thoughts	Parenting
Spouse/Kids	Promotion/ Retirement	Substance abuse	Stress/ Conflict

When You Call BHS:

- 1 | You will be immediately connected with a care coordinator, who is a **Master's Level Clinician**.
- 2 | The Care Coordinator will **assess your needs**, screen for emergencies, provide in-the-moment support and serve as your guide and advocate throughout the EAP process.
- 3 | Following the needs assessment, **the Care Coordinator will work with you to create a plan** for support and resolution.
- 4 | **The Care Coordinator may:**
 - A. Resolve your need within the initial call.
 - B. Assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions.
 - C. Assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*
 - D. Determine an additional assessment is required with an EAP counselor.
 - E. Or, connect you to available work-life services or work-life balance resources.
- 5 | Regardless of your need, your **Care Coordinator will follow-up with you for the life of your case**. Keep your Care Coordinator's contact information handy and call him or her anytime you have a question or concern about the services you are receiving or if you need additional support.

PROGRAM FEATURES:

-  **Program Cost**
This is a FREE* benefit provided and paid for by your employer at no cost to you.
-  **Confidentiality**
BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

Information about your problem cannot be released without your written permission.
-  **Available 24/7**
Services are available 24-hours a day, 7-days a week via a toll-free number.

**Help is just a phone
call away.**

800-327-2251

* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.