

What to Expect When Calling the Employee Assistance Program (EAP)

Who can use the EAP?

You and all members of your household can use the EAP. This includes children under age 18 as well as college-age children who may no longer reside at home.

Why might I call the EAP?

You may benefit from calling the EAP if you are experiencing:

- Stress, anxiety or depression
- Anger issues
- Job pressures or difficulty managing the demands of work and life
- Sadness or grief
- Substance abuse or misuse
- Problems in your marriage or relationships
- Other behavioral health concern

Depending on your reason for calling, you may receive a referral to a counselor in your area for face-to-face visits.

How do I contact the EAP?

1. Call toll-free **1.888.297.9028**. Every call is answered live, 24 hours a day, seven days a week by a GuidanceConsultant™ master's-level counselor.
2. Share some basic information about yourself and your concern.
3. Your GuidanceConsultant will ask you some questions and may provide you with the name and phone number of a counselor in your area that meets your needs.
4. Call the counselor to schedule a face-to-face appointment at a time that is mutually convenient.

How many face-to-face visits are covered?

EAP counseling is designed to be short-term in nature, helping you (or your family member) proactively address a problem or concern. Your counselor will work with you (or your family member) to determine how many sessions will be needed. If the problem requires longer-term or more intensive treatment, you will be referred to a specialist and your insurance coverage (behavioral health benefits) will be activated. The number of sessions authorized for you will not affect the eligibility of your family members to participate.

Is my EAP participation confidential?

Yes. The EAP is strictly confidential. No information about your participation in the program is provided to your employer.

Here when you need us.

Call: 888.297.9028

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: MNPS

Contact us anytime for confidential assistance.