

Employee Assistance Program

The Employee Assistance Program is a confidential service designed to help you and your family solve personal problems that may affect your health, family life, or job performance.

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Highlights

The Employee Assistance Program ...

... Offers Services at No Cost to You and Your Eligible Dependents

Consultations with program counselors are provided free of charge, and you may have up to five sessions per personal problem or concern per year.

... Is Available 24 Hours a Day, 7 Days a Week

In an emergency, you can call any time, day or night, on any day of the week. Otherwise, counselors are available for appointments during normal business hours. Appointments are also available during evening hours and Saturdays.

... Ensures Complete Confidentiality

Your discussions with counselors are strictly confidential. No information about you or your eligible dependents will be released unless you give written permission, or unless required by law.

What Happens to Your Benefits When ...

For more information about what happens to your Employee Assistance Program coverage when certain changes or events occur, see "How Changes Affect Your Benefits" in the "About Your Benefits" chapter.

How the Employee Assistance Program Works

The Employee Assistance Program (EAP) is administered by an outside firm. The provider offers confidential, professional assessment, referral, and counseling services on a one-on-one basis. The Employee Assistance Program can help you and your eligible dependents with:

- family or marital problems
- job-related issues
- drug or alcohol abuse
- stress, anxiety, depression, or other emotional problems.

Program counselors are available for appointments during business hours and are on call for emergencies 24 hours a day, 7 days a week.

When you call the Employee Assistance Program, you will be encouraged to make an appointment to meet with a trained counselor in person. If you decide to meet face-to-face, you will be offered an appointment with a program counselor within 5 days. In an emergency, a counselor will be available to meet with you as soon as possible.

Together, you and the counselor will discuss your concerns and decide the appropriate course of action. You may decide that no additional services are needed, or you may choose to meet with a program counselor for up to four additional sessions (for a maximum of five sessions per personal problem per year). If necessary, the Employee Assistance Program can also help you identify specialized services.

Cost of Treatment

Any consultation between a program counselor and you or your eligible dependents is free of charge.

If you are referred outside the program for treatment, you will be responsible for paying for the treatment. Treatment outside the program may be covered by your medical coverage.

Continuing Treatment ...

If you require extended treatment after your EAP sessions end, you can use the behavioral health benefits available through your UnitedHealthcare Medical Plan. Be sure to ask your EAP provider if he or she also is a UnitedHealthcare provider so you can continue treatment with the same provider on an in-network basis. If your EAP provider is not a UnitedHealthcare provider, you may select an in-network UnitedHealthcare provider or continue to see your EAP counselor on an out-of-network basis.

Confidentiality

Using the Employee Assistance Program is strictly confidential. The provider will never release any information about you or an eligible dependent unless you give your written permission or unless required by law.

Administrative Information

Information about the administration of the Employee Assistance Program can be found in the chapter titled “Administrative Information.”

How to Contact the Employee Assistance Program

If you or someone in your family needs help, contact the Employee Assistance Program directly at 1-800-888-2273.