

Employee Assistance Program

Calling the EAP: What to Expect



Have you been putting off calling the Employee Assistance Program (EAP) because you're not sure how the process works? Making the first call for some may be difficult, but we will guide you through the steps. If someone you know is struggling, you might even offer to assist them with the call. You can make initial introductions, place them on the line, and then step away and our trained staff will take it from there.

Rest assured that confidentiality is the cornerstone of what we do. The information that you provide us is never shared with your employer or anyone without your written consent. Below is an outline of what to expect from the time you call the EAP to the scheduling services.



Calling the EAP

- Dial the toll-free number and choose the option to speak with an EAP Consultant.
- Your call will be answered by a friendly, helpful, and highly trained masters-level counselor (EAP Consultant). Our team is available 24 hours a day, 7 days a week, 365 days a year to provide immediate assistance and support in a variety of ways. If interpreter services are needed, the EAP Consultant will facilitate a connection to an interpreter at the time of the call.
- The EAP Consultant will gather some basic demographic information from you. They will ask you some questions, such as what has prompted you to seek services at this time. This process is designed to be thorough in order to provide you with the most appropriate assistance matched to your unique needs.



Connecting with the Referral

- You will be provided with the name and contact information of a counselor that matches your preferences and needs that you can meet with for a series of no-cost counseling sessions.
- All EAP providers are independently licensed, mental health professionals with numerous years of experience in their field.
- If you decide to continue with counseling after using your EAP benefit, the counselor may be able to see you through your behavioral health insurance benefit. We suggest asking if the counselor takes your insurance upfront if this is something you may want to pursue.
- EAP counselors will typically offer appointments within 3-5 business days. For concerns that are assessed as more urgent, appointments may be scheduled within 24-48 hours.

- The EAP provider will also help you connect with specialists as appropriate.
- For legal or financial consultation services, the EAP will connect you with an attorney or Financial Coach to set up your no-cost 30-minute consultation.
- Child, elder, work-life, and daily living services are also available through the EAP. After a brief conversation to understand how we can help, we will connect you with a specialist who will provide you with expert guidance and conduct research to identify resources unique to your area of need.



Scheduling the Initial Counseling Appointment

- EAP sessions are typically 45-50 minutes long and can be scheduled in-person or virtually (also known as telehealth).
- Should you experience any difficulty connecting with the EAP counselor, please let us know so we can help you with scheduling your first appointment. EAP Consultants are available to you 24 hours a day, 7 days a week.
- During the initial counseling session, the counselor will want to understand your concerns and what you hope to accomplish during your sessions. The counselor will help you outline a plan to achieve these goals. The focus will be on making practical recommendations and identifying solutions that can be accomplished during short-term, solution-focused counseling.



Follow-Up

Within two business days of your initial call to the EAP, our team will follow-up with you to ensure your needs were met and to see what else we can do to help. At any time, if you need additional assistance, more referrals, or have questions, please call the EAP 24/7/365.

Your Employee Assistance Program

Anytime, any day, you have access to mental health professionals available to connect you with free and confidential services and resources to help you be your best. Simply call to get started today.

24/7/365 PHONE:
1.833.539.7285

WEBSITE:
SOWI.MyLifeExpert.com

CODE:
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