



Employee Assistance Program

We all have times when we worry about our work, family, or personal life. It is only natural that you may need some help dealing with life's challenges. The **Employee Assistance Program (EAP)**, which is provided by APS Healthcare, Inc. (APS), can assist you in identifying issues that are impacting your life and creating solutions to allow you to be healthier, happier, and more productive.

The EAP is a **confidential** counseling program that provides access to experienced masters- or doctoral-level EAP professionals 24 hours a day, seven days a week. These professionals help facilitate up to six counseling visits with an EAP counselor near your work or home.

Services

The EAP helps you, your spouse, or your eligible dependents cope with personal issues such as:

- relationship problems
- depression
- work-family balance
- substance use and abuse
- grief and loss
- emotional and physical abuse
- anxiety and fear

Up to six counseling services are provided at no cost to you. If additional services outside the EAP are recommended, the EAP professionals provide and help facilitate the referral to the appropriate health care provider or community resource. Keep in mind that the financial responsibility for additional services outside the EAP is yours; however, your medical insurance may cover part of these costs. To determine coverage for behavioral health services and covered providers, please check with your health care plan.

Employees and their family members also have access to thousands of lawyers, certified public accountants, certified financial planners, and insurance specialists. An EAP counselor will assess your needs and arrange a consultation for you with an attorney or financial consultant. If a member elects to retain the attorney, they will receive a 25% reduction of the professional's customary fees.

Confidentiality

Your conversations and sessions with your EAP professional are *confidential*. Except as required by law, APS cannot release information without your signed consent.

Access

You can access an EAP telephonic clinician 24 hours a day, 7 days a week by calling, toll-free:

800-765-0770

For times of personal stress or anxiety, let the Employee Assistance Program help you find solutions.