

# Employee Assistance Program **Service Summary**

Your Employee Assistance Program (EAP) provides counseling, consultations, resources, and coaching benefits to you and your family members. Your EAP benefits are **cost-free** to you, **confidential**, and available **24/7/365**.

## Call **(800) 327-4692** to Access Your Services

### Phone-Based Support *unlimited*

Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level counselors.

Arrange counseling sessions with a masters-level counselor near your home or work. Household family members are eligible.

### In-Person or Telehealth Counseling *sessions*

### Togetherall *as needed*

Join Togetherall's free and anonymous online community available 24/7 for mental health support and a sense of connection. The platform also includes access to a library of self-assessments and other mental health resources.

Speak with a life coach and receive tailored advice on matters involving time management, work-life integration, goal setting, communication skills, and other areas of personal growth.

### Telephonic Life Coaching *sessions per year*

### Telephonic Financial Consultation *1 30-minute session per issue*

Speak with a financial professional about each separate issue, and access a free financial check-up, financial library, and a variety of other financial tools by visiting [efr.org/financial](http://efr.org/financial).

Meet with a licensed attorney with expertise in your area of need. Visit [efr.org/legal](http://efr.org/legal) for more information regarding retention and self-help legal documents.

### In-Person or Telephonic Legal Consultation

### Child/Eldercare Resources *as needed*

Access information, referral resources, and support involving the care for your children or aging family members.

Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

### Identity Theft Resolution Services *as needed*

### 1:1 Nutrition Consulting *hours with a dietitian*

Access one-on-one telephonic nutrition consulting designed to help you establish healthy habits, meal planning, and assist in reaching weight goals.

Meet with an independent financial advisor for a multistep consultation process helping with your long-term financial planning goals.

### 1:1 Retirement Readiness Consultation *4 sessions*



EFR EMPLOYEE & FAMILY RESOURCES

# Understanding Your EAP Benefits

*EFR is dedicated to helping people manage life's challenges so they can reach their full potential.*

## When should I call the EAP?

Call **800-327-4692** whenever you are experiencing one of life's challenges. We are available 24/7/365.

## What happens when I call?

A representative from EFR will answer your call. The representative will gather demographic information and help you connect with a masters-level counselor.

You will be connected with a masters-level counselor to discuss your issues, concerns, or struggles.

## What happens when I see the EAP counselor?

- The masters-level counselor will listen to your concerns.
- The counselor will also help you explore other areas of your life to assess for strengths and supports, or factors contributing to your presenting issue or concern.
- The counselor will meet with you up to **sessions** to complete a comprehensive assessment of your current circumstances and work with you to establish a plan for EAP sessions.

### Options for EAP sessions include:

- Assessment completed and remaining sessions are used for brief counseling and problem resolution.
- Assessment completed and a referral is recommended for services that fall outside the scope of EAP services.

## Common Questions

### Can I use the EAP more than once a year?

- Yes, but each time you use the EAP, the counselor will be assessing your life circumstances so you will be eligible for a new set of **sessions** if your circumstances have changed, or in 12 months, whichever comes first.

### What is a new set of circumstances?

- A new development in your life that has changed since your last EAP assessment.

### Why can't I use the EAP more often?

- EAP is an assessment, referral, and brief counseling model to assist employees with managing a wide variety of personal issues, but is not intended to replace therapy, treatment, or ongoing counseling.

**Call EFR today!**  
**800-327-4692**