



Commonly Asked Questions About Your EAP

Employee Assistance Program (EAP)

Your company provides an Employee Assistance Program (EAP) to its employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses, and their dependents. An employee or any household member can access the program by calling the ComPsych® GuidanceResources® toll-free number: **800.808.2261**. In order for everyone to better understand the EAP services, here are answers to some often-asked questions.

What happens when I call the EAP?

An Intake Specialist (a masters or PhD level minimum counselor) will talk with you about your needs and then refer you to a credentialed provider in your area who best fits your needs for in-person counseling services. You will then set up an appointment to meet with the counselor, in person.

How many free sessions will I receive with an EAP counselor?

You will receive up to six (6) in-person counseling sessions per issue, at no charge. If it is determined that the problem cannot be resolved within the six sessions, you will be referred to a specialist through your insurance benefits.

Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential benefit for employees and their eligible dependents.

Legal Support and Resources

Talk to our attorneys by phone. If you require representation, we'll refer you to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter.

Financial Information and Resources

Schedule a phone appointment with our Certified Public Accountants and Certified Financial Planners for your financial questions related to: budgeting, taxes, retirement, planning for college and more.

Online Information and Referrals

Find thousands of articles, HelpSheetsSM and assessments on GuidanceResources® Online. Get expert information on relationships, work, school, children, wellness, legal, financial topics and more. Time-saving provider searches let you find child care, elder care, pet care and other services.

Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

Call: **800.808.2261**

TDD: **800.697.0353**

Go online: guidanceresources.com

Your company Web ID: **MCHCP**

