



## Life Happens. We can help.

WellSpan Employee Assistance Program is available to all FT employees and eligible family members of Mount St. Mary's University.

Life's demands and pressures can affect our emotional well-being, job performance, home life and health. WellSpan EAP is a confidential and voluntary program that provides face-to-face assessment, short-term counseling, referral and follow-up services. Care is designed so that employees and their dependent family members can seek help without worrying that someone at work will find out about their problem. Life happens. We can help.

### Services

Our licensed professionals offer expert care in a compassionate environment, respectful of your needs. Your privacy is protected by strict confidentiality laws as well as professional ethical standards. Details of your participation and your discussions with EAP cannot be released to anyone without your written consent, except in extreme cases where you represent a danger to yourself or others.

The EAP is **free**. It's a prepaid benefit purchased by your employer. **Regardless of health insurance coverage, all FT employees, their spouses and their eligible dependents receive three (3) EAP counseling sessions per person from January to December each year at no cost; with no co-pays or deductibles.** You are automatically enrolled in the program.

### Your Needs

We work with you to address whatever issues you wish to discuss. Some of the more common problems include, but are not limited to:

- Alcohol and drug use
- Anxiety
- Depression
- Family & child issues
- Grief and loss
- Managing change
- Marital & relationship conflict
- Stress
- Other life problems



### Ongoing Care

WellSpan EAP does not require authorization for services, however if the provider asks for an authorization number please have the provider call WellSpan EAP directly.

For many people, a few visits with an EAP counselor are enough to identify and resolve a problem. For others, additional services may be recommended.

The EAP counselor will provide you with services or refer you to community resources that fit your treatment needs, your insurance plan and any special circumstances.

WellSpan EAP also offers more than just counseling services. Visit our web site for free online resources, health and wellness information and an expanded provider listing at [WellSpan.org/EAP](http://WellSpan.org/EAP).

WellSpan EAP does not issue authorization numbers for services. However, if the provider asks for an authorization number or needs to confirm the number of sessions available, please have them call WellSpan EAP directly at 1-800-673-2514.

### To Request WellSpan EAP Services:

- Call the provider directly to schedule an appointment. Visit [WellSpan.org/EAP](http://WellSpan.org/EAP) and use the Provider Search Tool to find a provider
- Mention you want to use WellSpan EAP and provide the name of your employer
- When scheduling, you will be asked for your insurance information in case you go beyond your free EAP sessions
- If you have questions, need assistance, or live outside of South-Central PA, please call us at **1-800-673-2514** – we are happy to help!

Office hours vary by provider and location. Many providers offer evening hours during the week. Your provider's office will work with you to find an appointment time that meets your needs.

Be assured that this information will be kept confidential. No one, including your employer, will be informed that you contacted us.

**Emergency services** are available 24 hours a day, seven days a week. Individuals in crisis can call our crisis intervention hotline toll-free at **1-800-673-2496** to speak directly with a crisis counselor.

**We're here to meet your needs! If you have any customer service issues, have any questions or need assistance, please call customer service at 1-800-673-2514, Monday – Friday, 7:30 a.m.–4:30 p.m.**