

Appointments

To request WellSpan EAP services in your area, please call the participating office location that is most convenient for you. A complete listing is available online through our provider search tool at WellSpan.org/EAP.

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.

If you need assistance, call 1-800-673-2514 and our staff will be happy to assist you.

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.

Information to Share

Please say you want to use your employee assistance program benefit through WellSpan EAP when calling for an appointment.

You do not need medical insurance to use your WellSpan EAP benefit. However, if you do have medical insurance you will be asked for your insurance information. This will enable you to be scheduled with a provider who accepts your plan if you decide to continue with counseling after using your free EAP sessions.

You will also be asked to provide:

- Your name, address and phone number
- A description of your problem/issue
- The name of employer providing this benefit

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

Visit WellSpan.org/EAP
or call 1-800-673-2514 for more information.



Employee Assistance Program

Depression, Family Challenges,
Stress, Anxiety, Self Esteem, Alcohol/Drugs,
Relationship Issues, Grief & Loss,
Other Personal Issues



Life happens. We can help.

We all struggle from time to time with problems resulting from life's demands and pressures. Some issues can be solved alone; others require help. These problems 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.

WellSpan EAP provides confidential, professional care to help individuals identify and resolve personal and workplace issues. Life happens. We can help.

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:

- Addictions
- Alcohol and drug use
- Anxiety
- Conflict with others
- Critical incident stress
- Depression
- Family & child issues
- Grief and loss
- Health
- Life transitions
- Managing change
- Marital & relationship conflict
- Self-esteem
- Sexual and physical abuse
- Stress
- Work and career

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. There are no charges for employees or their dependents utilizing EAP sessions covered under an employer's plan. You are automatically enrolled in the program.

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.

Reach Out

- When day-to-day issues begin to affect your happiness and well-being
- When the problem consumes all of your thoughts and energy
- When the problem disturbs your sleep and/or appetite
- When your friends say you need help
- When it's hard to focus on your job
- When you know you have a problem but don't know where to get help

Questions

If you have any feedback or questions regarding the EAP or you experience any customer service issues, please contact us!

Please call our customer service team at 1-800-673-2514, Monday through Friday, 7:30 a.m. - 4:30 p.m. (EST).

