



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 an EAP counselor.

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

## What happens when I see the EAP counselor?

- The master's level EAP 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 for 6 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**