



Frequently Asked Questions

Regarding Your Employee Assistance Program

WHAT IS THE EAP?

An Employee Assistance Program is a confidential benefit pre-paid by your employer group that provides such services as short-term counseling and assessments, referrals, prevention/education resources, and crisis intervention. All employees and their household members are eligible to access services 24 hours a day, seven days a week by calling the Deer Oaks toll-free, confidential Helpline. Our caring staff will be available to assist you with your concerns.

WHAT KINDS OF PROBLEMS DO YOU HELP WITH?

Counseling can be provided for any issue that is affecting your work, family or personal well-being. Some examples include: interpersonal, familial, or marital conflicts; child/elder care issues; legal and financial difficulties; anxiety and depression; loss and grief; health and wellness issues; and work-related concerns.

PEOPLE WHO HAVE PROBLEMS AND HAVE TO USE A COUNSELOR MUST BE WEAK, MENTALLY ILL, OR NOT GOOD AT THEIR JOB, RIGHT?

No. EAP counseling is a proactive step you can take to improve your emotional and personal functioning, your work performance, and your sense of effectiveness and well-being. Taking action by seeking counseling to address your issues and reach your personal goals is a sign of positive coping skills.

WHAT COUNSELING SERVICES ARE PROVIDED?

A Deer Oaks counselor assists the employee/family member to evaluate his/her concerns and to develop an approach for solving them. The employee/family member may participate in individual, marriage, or family therapy. The counselor can provide an allotted number of sessions per problem in a calendar year at no cost to the employee. Specialized services, such as financial or medical, will be referred to a practitioner or agency in the community.

When an employee or family member uses their allotted sessions, they may not borrow sessions from other family members. If multiple family members are seen together, as in family therapy, only the allotted sessions will be provided for that family problem.

IS IT REALLY CONFIDENTIAL?

Yes! All information, assessments, and referrals through the EAP are held highly confidential and protected by the HIPAA Privacy Rule. The EAP will not release information to anyone, including your employer or family member, without your written consent. However, in situations where there is a danger to the individual or others, the Deer Oaks counselor is obligated by law to make appropriate notification.

WHAT DOES IT COST?

There is no charge to employees or household members to access EAP & Work/Life Services. This benefit is paid for by your employer. If assistance is needed for an issue requiring longer-term counseling outside of the scope of the EAP, we will assist you in accessing your medical plan.

WHEN DOES MY ELIGIBILITY END?

Eligibility for you and your dependents terminates six (6) months from the date of your separation from the company (i.e. upon separation or retirement). If your company decides not to renew its Deer Oaks EAP contract at the end of a contract period, your eligibility would end with the last effective day of the contract.



Contact Us



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