

# EMPLOYEE ASSISTANCE PROGRAM

## What is EAP?

The Employee Assistance Program (EAP) provides **employees and eligible family members access to (up to 3) free and confidential counseling sessions annually, per incident, per individual.** Eligible family members include spouses, domestic partners, and their dependent children up to and including 21 years of age who are living in the household. The EAP is a benefit service provided by your employer to give you support at times when you may be experiencing personal, family or work-related concerns. At F&CS an EAP therapist will conduct an **assessment; provide short term counseling and/or a referral** to appropriate resources.

## Is EAP confidential?

Yes, everything to do with utilizing your EAP benefit is completely confidential, bound by HIPPA compliance law. No information is shared with individuals or organizations, including your place of work, without your written consent.

## How do I access my EAP counseling benefit?

To schedule an appointment, call **(607) 273- 7494** and ask for the Intake Department. Tell them you would like to use your EAP and they will conduct a brief over-the-phone intake assessment before scheduling you with a therapist.

**\*Note: If you reach the voicemail of the intake department, please make sure to leave your name, telephone number, the best times to call you back, where you work and that you would like to use your EAP.**

## What is the cancellation policy?

We request at least 24 hours-notice when cancelling or rescheduling appointments. No shows and late cancels will count against your EAP sessions.

## Can counseling continue after the EAP benefit?

Yes, if needed and recommended by your therapist. You will be able to pay for services using your health insurance or possibly our sliding fee scale if uninsured. On-going clients are also eligible for psychiatry services.

**FOR MORE INFORMATION ABOUT YOUR BENEFIT  
CONTACT YOUR EAP COORDINATOR AT  
607- 273- 7494 or ASKEAP@FCSITH.ORG**