

Get to know your Employee Assistance Program (EAP)

Help for team members and their families
with personal and job-related concerns

What We Are

There are times when all of us experience personal difficulties. In most cases, we are able to resolve them ourselves, but sometimes they begin to interfere with other areas of our lives and we need some help. These burdens can be lifted when we talk to an objective and understanding person. That's the role of an Employee Assistance Program (EAP) counselor. Our EAP offers trained, caring counselors who help you define and understand personal challenges. They will help you find and engage with helpful solutions.

How Does EAP Work?

Simply call a member of our EAP team at **800.236.3666** for a referral to a qualified provider in your area.

OR

If provided, log into **MyLifeExpert.com**, a work/life portal that offers instant, confidential, 24/7 resources from the palm of your hand.

Remember that EAP benefits are for team members of our company, their household members, and their dependents. Some companies decide to also offer **MyLifeExpert.com** because it can make access easier for everyone.

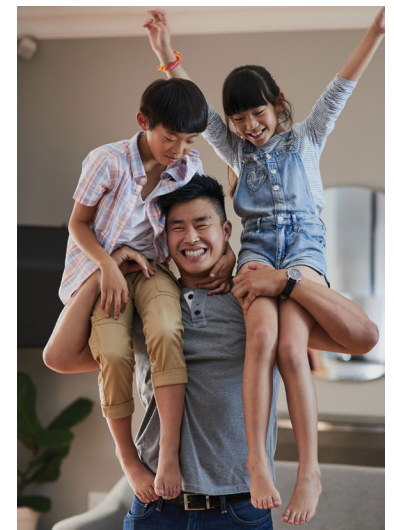
If you choose to schedule, a master's-level counselor will meet with you and help evaluate your concern. In many cases, your counselor can help address your concerns in a few sessions; alternatively, you might get a referral for additional help.



Counseling, Online Access, Trusted Advice

Problems can surface at home, work, or school. They may involve relationships with family, friends, or co-workers, and they might include:

- Addictions
- Alcohol or drug abuse
- Anger management
- Behavioral and emotional disorders
- Crisis intervention
- Depression and anxiety
- Elder/adult caregiving
- Grief or loss
- Infertility and adoption
- Information and referrals
- LGBTQ+ issues
- Marital or relationship conflict
- Parenting or family issues
- Self-improvement
- Stress management
- Workplace conflict



Frequently Asked Questions

What is ThedaCare At Work EAP?

We are a non-profit health care organization providing quality, compassionate EAP services since 1974. Our goal is to empower team members and their families to live healthier, happier, and more fulfilling lives at work and at home. ThedaCare At Work-EAP is a division of ThedaCare based in Appleton, Wisconsin.

What exactly is an Employee Assistance Program (EAP)?

An EAP is an employee benefit sponsored by an employer to assist employees and their families in identifying and resolving personal concerns. The program's goal is to keep valuable employees healthy, happy, and productive through prevention, early intervention, and brief solution-focused assistance. All services are confidential. Using the EAP does not become part of an employee's personnel or medical record.

Why should I use an EAP?

Life is stressful and sometimes it is overwhelming. Personal crisis or emotional turmoil is daunting and can interfere with many aspects of life. An EAP counselor is a good listener and offers access to resources to help you overcome your personal challenges so you can return to a happy, healthy, productive outlook on life.

What happens during a counseling session?

If you choose to schedule an appointment, a master's-level counselor will meet with you and help evaluate your problem or concern. He or she will offer recommendations and solutions. In many cases, your counselor can help address your concerns in a few sessions; alternatively, you might get a referral for additional help.

Who is eligible for EAP services?

EAP benefits are for team members at our company, their household members, and their dependents.

What about cost?

This benefit is paid for by the company. You will not be charged for the initial assessment and short-term counseling. If a referral is made, it will be to agencies that are covered by insurance or based on your ability to pay. You may be responsible for any costs not covered by insurance.

Is the information I discuss confidential?

The nature of your issue(s) and discussions with your counselor are confidential. Information will not be released to anyone, including your employer, without your written permission, and using the EAP will not become part of your personnel or medical records. Special care is taken to protect your privacy. The only exception is in a life-threatening situation or where required by law.

How do I access my EAP?

Simply call a member of our EAP team at **800.236.3666** for a referral to a qualified provider in your area or, if offered, log on to **MyLifeExpert.com**, a work/life portal that offers instant, confidential resources 24/7 from the palm of your hand.

What if I need to talk to a counselor outside of normal business hours?

In the case of urgent matters outside of normal EAP business hours, call **800.236.3666**. When prompted, press "0" and your call will be transferred to a counselor.

Is the EAP available where I live?

Call **800.236.3666** and we will help you access our national EAP network or connect you to **MyLifeExpert.com** to initiate EAP services.

If I'm having a problem at work, can the EAP help?

Yes. Anything that is distracting you from being productive, happy, and healthy is appropriate for the EAP. The program is designed to address personal issues and situations that arise at work.

How is the EAP different than counseling through my health insurance plan?

The EAP provides counseling resources for most any situation (marital, grief and loss, family, work related, self-improvement, and more), whereas health insurance plans may cover limited types of counseling. Also, your EAP benefit is distinctive because it covers dependents and others living in your household, provides counseling sessions free of charge, is completely confidential, and offers information and referrals to community programs.

What if I don't feel my counselor is a good match?

If you don't have a good match with your counselor, please let us know and we can make an appointment with a new counselor.

Because my employer pays for the service, do they have a right to know who uses the EAP?

No. Employees/clients are protected by state and federal confidentiality laws. The only information your company receives is a statistical report on a quarterly basis. This report does not identify individuals, genders, or dates that the program was used.

Does the EAP only offer counseling?

Our interactive web site offers many additional resources, and our counselors also provide training in conflict resolution and critical incident response in the event of workplace traumas.

Can I still use the EAP if my employment ends with my current employer?

Yes. You have up to 30 days from your last day of work to schedule an appointment with your EAP.

Why have an EAP?

Team members are our most valuable resource. We know that unresolved problems often have a negative effect on your ability to handle day-to-day responsibilities—both at home and at work.

Many people try to avoid dealing with sensitive issues. When you get help for these challenges, you can help avoid more costly and painful situations in the future. Today's EAP programs offer a blend of in-person and online or virtual information and services. Choose what works for you, but don't hesitate to get help. You'll be glad you did.

MyLifeExpert.com

If offered, it's an instant, confidential 24/7 online resource.

Call us

920.749.2390 or **800.236.3666**





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At Work

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