



YOUR EMPLOYEE ASSISTANCE PROGRAM

FREQUENTLY ASKED QUESTIONS

WHAT IS AN EAP?

An EAP is a **free, confidential** program pre-paid by your employer to assist you and your immediate household find solutions to personal or professional problems, big or small.

DO YOU HAVE WELLNESS SERVICES?

Introducing our new online mindfulness platform: eM Life. It is a live, virtual mindfulness service that helps our members enhance their focus and decrease anxiety and stress levels.

WILL ANYONE KNOW IF I USE THE EAP?

No. This is a **completely confidential service**. National EAP, Inc. is HIPAA compliant. No identifiable information is reported to Human Resources, nor will any personal information be released without your written consent.

WHAT IS THE COST TO USE THE EAP?

Services provided to you and your immediate household family members by the EAP are pre-paid by your employer. **There is no cost to you to utilize EAP services.**

HOW DO I ACCESS MY EAP & WORKLIFE SERVICES?



Call **toll free: 1-800-624-2593**. To speak with a live Client Services Coordinator.

- We will conduct an intake and develop a customized EAP action plan that works for you.
- EAP Specialists are available **24 hours/365** days a year to provide you with immediate telephonic crisis support.



Member Portal

1. Go to www.nationaleap.com
2. Click the Online EAP Services tab on the top right-hand side of the tool bar.
3. Click on Member Portal
4. UN and PW is your company name





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CONSULTATION, COUNSELING & REFERRALS

Members have access to EAP counselors to help address a variety of needs including:

- Marital and Family Relationships
- Legal & Financial Problems
- Stress Management
- Alcohol and Substance Abuse
- Crisis Management
- Parenting Difficulties
- Domestic Violence
- Physical and Mental Illness
- Grief & Loss

WORK/LIFE SERVICES



Financial Consultation - Free telephonic consultation with a financial professional qualified to advise you on a range of financial issues. Telephone consultations are generally limited to 30 minutes per issue.



Legal Consultation - Free 30 minute telephonic consultation with an attorney on most legal issues. Discounted rates are available if further legal representation is required.



ID Theft Recovery Consultation - Free 60 minute telephonic consultation with an ID recovery professional, plus free online prevention program Credit Karma.



Online Member Services:

- Offers resources, articles, links and interactive tools
- Free legal forms & Living Will
- Searchable database
- Monthly health & wellness topics with live webinars



Pre-Qualified Referrals for Elder/Child Care:

- Child care and parenting
- Older adult care
- Legal/financial resources



U:

PW:

WWW.NATIONALEAP.COM

Need Assistance?

Toll Free: 1-800-624-2593

Just call or log on to get started