

GOOD LIFE DIRECTIONS

Employee Assistance Program

“It’s okay. Everyone needs a little help now and then. Seek the services of your EAP—they’re there for you.”
Assisting You in Getting The Help You Need When You Need It



In today’s fast-paced world, juggling work and family—and all the associated demands and pressures—can get overwhelming. It can happen to anyone.

Circumstances at home can spill over into your work life, just as those encountered on the job can affect relationships at home. If left unattended, issues that were once minor can become very serious.

When times get tough, most of us can benefit from talking through our problems with someone who’s objective and experienced—who can help sort things out. The EmblemHealth Employee Assistance Program (EAP) offers professional counselors who’ll listen in confidence and help put you on the road to a good solution.

Help is just a phone call away.

Thanks to the EmblemHealth EAP, members of our PPO, InBalance PPO, ConsumerDirect PPO, EPO, InBalance EPO, and ConsumerDirect EPO plans have easy access to professional counseling and referrals on a variety of issues.

What is an Employee Assistance Program?

The EmblemHealth EAP is a confidential, professional counseling service available to help employees and their families resolve personal issues and problems before they affect health, family relationships or job performance.

You can call the EmblemHealth EAP 24 hours a day, 365 days a year.

You can talk to an EmblemHealth EAP counselor about:

- Marital problems
- Financial concerns
- Child or elder care issues
- Problems with co-workers
- Balancing work and family responsibilities
- Alcohol or drug abuse
- Dealing with the stresses in your life that are preventing you from being—and doing—your best.

Remember, no problem is too small or too serious for you to seek assistance.

How does the EAP work?

When you call, you’ll speak with a counselor who’s trained in assisting you with a wide range of life issues. Depending on your situation, the counselor may suggest a few more consultations.

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If the counselor believes you need more specialized or longer-term counseling, additional services may be available through your behavioral health benefit.

Is the EmblemHealth EAP confidential?

Absolutely! Confidentiality is a vital part of the program's success. Your participation in the program will be treated confidentially in accordance with all state and federal guidelines.

Does the EAP cost anything?

Sessions with the EmblemHealth EAP counselors are free. Sometimes, additional counseling or treatment can require payment. Your EmblemHealth EAP counselor can help determine if extended services are covered under your plan, and help you to determine what the approximate cost would be.

Experienced professionals who work for you.

The EmblemHealth EAP is staffed by a national organization of highly qualified professionals with many years' experience in providing these types of counseling services. The EAP professionals are there to help you.

We encourage plan members to use this valuable service whenever they need it. Because it's okay to need a little help now and then. Seek the services of the EmblemHealth EAP; they will assist you to get you the help you need, when you need it.

“You determine together with an EAP counselor the action plan that is right for you.”



The EmblemHealth EAP Program

- Offers you assistance for the full range of emotional, work, and family concerns.
- Guarantees confidentiality.
- Is available to you cost free.