



What Happens When You Call the EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you with resources to help with personal or professional issues that may be interfering with your work or family responsibilities.

COMMON REASONS TO CALL THE EAP INCLUDE:

RELATIONSHIPS

Boss/
Co-worker
Customers

Friends
Spouse/Kids

TRANSITIONS

Birth/Death
Health/
Illness

Marriage/
Divorce
Promotion/
Retirement

RISKS

Burnout/
Anger
Depression/
Anxiety

Substance
abuse
Suicidal
thoughts

CHALLENGES

Daily
responsibilities
Financial/
Legal

Parenting/
Balance
Stress/
Conflict

When You Call the EAP:

- 1 | You will be immediately connected with a Care Coordinator, who is a **Master's Level Clinician**.
- 2 | The Care Coordinator will **assess your needs**, screen for emergencies, provide in-the-moment support and serve as your guide and advocate throughout the EAP process.
- 3 | Following the needs assessment, **the Care Coordinator will work with you to create a plan** for support and resolution.
- 4 | **The Care Coordinator may:**
 - A. Resolve your need within the initial call.
 - B. Assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions.
 - C. Assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*
 - D. Determine an additional assessment is required with an EAP counselor.
- 5 | Regardless of your need, your **Care Coordinator will follow-up with you for the life of your case**. Keep your Care Coordinator's contact information handy and call him or her anytime you have a question or concern about the services you are receiving or if you need additional support.



Program Cost

This is a FREE* benefit provided and paid for by your employer at no cost to you.



Confidentiality

The EAP is completely confidential. BHS follows all federal and state privacy laws. Information about your problem cannot be released without your written permission.



Available 24/7

Services are available 24-hours a day, 7-days a week.

Call or text to get started.

800-327-2251

For more information about EAP services, visit

portal.BHSONline.com

username: **CityofChesapeake**

* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.