



## Frequently Asked Questions

### **What is an EAP?**

EAP is short for Employee Assistance Program. Your employer purchases the EAP services to help employees with a variety of issues that come up in life. The EAP is designed to improve mental and chemical health, reduce stress, and enhance life at work and home. Sand Creek provides short-term counseling and referral services to help you address challenges and work toward balance in your life.

### **When do I call the EAP?**

You can call us at 1.888.243.5744. A representative is available 24/7/365. Employees call us for help with a variety of struggles including; relationship and communication issues, family concerns, substance abuse, work pressures, stress from work or life changes, loss and grief, eldercare and childcare needs, depression, anxiety and other mental health struggles.

### **Does my employer know I have called?**

Your employer is never notified of your involvement with the EAP without your permission and your contact with Sand Creek EAP is confidential to the fullest degree provided by law.

### **What can I expect when I call?**

A Sand Creek Intake Specialist will answer your call and listen carefully to you to gather demographics and make sure they have enough information to get you the help you need from a counselor in your community, to parent coaching, to eldercare information.

### **Can I speak with a counselor right away?**

Yes, you may speak with one of our highly qualified EAP clinicians for in the moment support. When you call press one and you will be connected to a counselor.

### **What if I want to see someone specifically that deals with LGBTQ?**

Our provider network consists of masters or doctoral level counselors with behavioral health professional licensures. The counselors come from diverse backgrounds, such as age, ethnicity, religious affiliation, and sexual orientation and our counseling network has counselors that specialize in the variety of concerns such as grief, addiction, anxiety LGBTQIA, military and BIPOC. Please let the Intake specialist know about your specific needs.

### **How long does it take to get in to see a counselor?**

Due to COVID most all counseling sessions are being held either virtually or telephonically. Depending on your availability and the counselor's availability you should have an appointment within one to two weeks. It does depend on many variables, but we work to get you seen quickly. Remember you always have access to telephonic in the moment support should you need it.

### **What if I don't click with the counselor you set me up with?**

Having a good fit with a counselor is important, should you find that after having a session it is not a good match please call us back and we will provide another referral.

### **Who is eligible and how many sessions are available to me?**

Up to Eight (8) sessions of counseling based on the clinical recommendation of an EAP counselor. Each session being comprised of one clinical hour.

All benefit eligible employees and their spouses and dependents may contact Sand Creek EAP for assessment, brief consultation and when necessary, referral. EAP services are for the entire University system.

### **What is the cost for EAP services?**

There is no cost to employees for EAP services.