

FAQs

frequently asked questions

About Your EAP



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP
TotalCare Wellness

www.theEAP.com | 800.252.4555



? WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP)?

Your EAP is a confidential counseling, assessment, coaching and referral program designed to help you deal with issues you face in your personal and work life. Just as health insurance addresses your physical well-being, your EAP addresses your emotional and mental well-being. It also helps you to manage work/life issues and achieve a healthy work/life balance. Your EAP is more than just a problem solving resource, it also helps you to grow personally and professionally and to be more productive and resilient in facing life's challenges and opportunities.

? WHO CAN USE THE EAP?

EAP services are available to both you and members of **your immediate family**.

? WHAT IS THE COST OF YOUR SERVICES?

This is a **free benefit** for you and your family, paid for by your employer.

? WILL MY EMPLOYER KNOW IF I USE YOUR SERVICES?

Your EAP is **totally confidential** and your employer won't even know that you are using our services.

? HOW DO I ACCESS EAP SERVICES?

Call toll-free 24 hours a day, 7 days a week: 800-225-2527 or 800-252-4555 or login at www.theEAP.com by clicking on "Employee & Family Login".

TO ACCESS SELF-HELP TOOLS AND RESOURCES FOR EMPLOYEES

1. Log on to www.theEAP.com
2. Click on **Employee & Family Login**
3. If you have already created a User Name and Password, simply enter that info in the appropriate boxes. **If you have not registered, complete steps 4-7.**
4. Click on **REGISTER HERE**
5. Enter your **Employer's name** and click Continue.
6. Your employer's name will appear; select the button and click **Continue**.
7. Fill out the Registration Form and create your own User Name and Password, then click Continue. **You only need to register once.**

Your EAP is here for you and your family members!