



WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM?

An EAP is a short-term counseling benefit for you and your immediate family members paid for by your employer. Sometimes personal problems can interfere with your happiness, relationships, job productivity, and decision making. The EAP is there to help you proactively manage these and other personal problems. It's easy to use. Professional help is just a phone call away.

WHAT KINDS OF PROBLEMS?

Here are some pressures that affect many people today:

- Stress
- Life event changes
- Unhappy marriage
- Divorce or separation adjustment
- Depression
- Financial worries
- Alcohol or drug problems
- Family emergencies
- Child and adolescent concerns
- Communication problems at home or work
- Eldercare needs

All of us may face some of these concerns at one time or another in our lives. It can be very helpful to get an objective viewpoint from a professional.

WHAT ABOUT CONFIDENTIALITY?

New Avenues EAP is completely confidential. Your employer does not want to intrude into your personal problems, but they do care about you and your work performance. Therefore, they are providing this confidential benefit. When you contact New Avenues, your name and the details of your request will not be reported to your employer. No one will know unless you choose to tell them, or unless you give New Avenues written permission to discuss it. New Avenues takes confidentiality very seriously.

HOW MUCH DOES THE EAP COST?

The EAP is a free benefit to you, paid for by your employer. You do not have to be a participant in your employer's medical plan to use the EAP. If you need help beyond the EAP, New Avenues will help you find it. Services beyond the EAP are frequently covered by your medical plan; if not, you will be responsible for costs outside of the EAP.



WHO CAN USE THE EAP?

Employees and immediate family members living in your home.

WHO WILL BE MY COUNSELOR?

The New Avenues EAP panel of providers are licensed, credentialed psychologists and therapists. These professional counselors will schedule your appointments at times that are convenient to you and close to your home or work.

HOW DO I USE THE EAP?

Call New Avenues at 800.731.6501 to start using your EAP. Our on-call care managers are always available during non-business hours for emergencies. A care manager will arrange a referral to an EAP counselor. The counselor will call you to set up a convenient appointment.

One number does it all.

Call toll free

800.731.6501