

Questions & Answers

Question: What is an Employee Assistance Program?

Answer: An Employee Assistance Program (EAP) offers covered employees and their family members free and convenient access to a range of confidential and professional services to help them address a variety of problems that can negatively affect workplace performance, such as:

- **Anxiety**
- **Legal and financial concerns**
- **Depression**
- **Life improvement**
- **Family and/or marriage problems**
- **Stress**
- **Grief and bereavement**
- **Substance abuse**

Question: What are WorkLife services?

Answer: Horizon Health recognizes that your employees' personal responsibilities may, at times, spill over into the workplace. To help ensure employees are able to address these concerns with minimal disruption, you can now offer a WorkLife services program to your workforce. Through the WorkLife program, employees and their family members can seek assistance for a variety of concerns - including child care, elder care, adoption, daily-living issues, and other issues they may encounter.

Question: How do employees access your organization's EAP and WorkLife benefits?

Answer: Access to Horizon Health's EAP and WorkLife benefits is available 24 hours a day, 365 days a year through a toll-free number. Once the call is made, our Member Advocates will consult with your employees to provide the resources they need to address their specific issue or concern - which may include the provision of helpful resource materials, goal and success planning, or a referral to a WorkLife or EAP network provider, or a legal/financial professional.

Question: What are your EAP counselors' qualifications and where are they located?

Answer: Horizon Health's nationwide network of more than 8,000 credentialed and preferred providers consists of:

- **Doctorate-level psychologists**
- **Licensed, clinical social workers**
- **Licensed, masters-level clinicians**
- **Psychiatrists**

Network providers must have a minimum of three years of direct-practice experience and must be fully licensed or certified. Telephonic consultation is provided by our Member Advocate Team. People who access their EAP benefits may only require guidance or reassurance from a qualified mental health professional—In response to this need, Horizon offers members immediate telephonic access to licensed mental health professionals, 24 hours a day, 365 days a year.

Question: Are your services confidential?

Answer: Yes. Receipt of EAP and/or WorkLife services is completely confidential. If, however, participation in the WorkLife and EAP is the direct result of a Management Referral (a referral initiated by a supervisor or manager), we will ask permission to communicate certain aspects of your employee's care (attendance at sessions, adherence to treatment plans, etc.) to the referring supervisor/manager. The referring supervisor will not, however, receive specific information regarding the referred employee's case. The supervisor will only receive reports on whether the referred employee is complying with the prescribed treatment plan.