

Insight Employee Assistance Program (EAP)

Answers to Frequently Asked Questions



How can Insight EAP counselors assist me with problems I may have at work or home?

People seek help from their EAP for many reasons -- job stress or conflict, relationship issues (marital, family, work), depression, stress, anxiety, legal, financial, alcohol/drugs and child/elder care. Whether your concerns are personal or work-related, Insight EAP offers support.

How much will this cost me?

Your EAP is a free employee benefit offered to you by your employer. It will cost you nothing to use the Insight EAP program. If additional help is recommended, you may be referred to community resources that will meet your specific needs. Your group health insurance may cover some of these costs. For other services, your counselor will make every effort to refer you to a service based on your ability to pay.

Why am I limited to three visits with Insight EAP?

Your EAP benefit is for assessment and situation/problem resolution. It is not intended to take the place of ongoing counseling. If your counselor determines that the issue you are struggling with requires longer-term treatment, we will assist you in identifying the resource that best meets your specific needs.

Who in my family is covered?

The employee, spouse and dependent children are covered by this benefit. This includes college age dependents that may be away at school. Some companies cover only full-time workers; check with your HR benefits person, if you are unsure about part-time employee coverage.

Can we combine all family member benefits in order to obtain family counseling? For example, my wife and I have two teenage children and are having discipline problems with them. Does that make us eligible for 12 visits for family counseling?

The Insight benefit covers three visits per person or problem. All family members can be involved within the three sessions. In most cases, family problems require many more sessions to resolve problems. Your EAP counselor will help you determine what mode of treatment beyond your benefit, will best suit your family concerns.

How does couples counseling work?

It's helpful to take into account that relationship issues probably have been troubling you for some time. This means it is more than likely that the issues cannot be resolved within a short time frame. Using your EAP to assess the situation is a positive start, and your counselor can help you understand what steps need to be taken to resolve your issues.

How can I use my legal/financial referral?

Simply contact our office during business hours. Basic information will be gathered and you can then make an appointment with an attorney or financial counselor when it is convenient for you.

What if my supervisor refers me to Insight EAP services?

A supervisor may refer you to the EAP program if your job performance is affected. Supervisors are trained to refer employees who need EAP assistance. You may be asked to sign a release of information for appropriate follow up. Although this may be a part of a disciplinary process, it is always your choice whether or not to accept services.

Are Insight EAP services confidential?

Everything you discuss with your counselor will be kept confidential unless you give written permission to share information.

In situations involving child abuse, elder abuse, or a threat to someone's life, licensed counselors are required by law to report information to appropriate governmental agencies.



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www.insighteap.com