

# Tip Sheet:

## Getting To Know Your HealthJoy Benefit

### Frequently Asked Questions

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#### What is HealthJoy EAP?

HealthJoy EAP is a free, confidential benefit for employees and their immediate family members to assist with a wide range of personal and professional concerns.

#### Why would someone need HealthJoy EAP?

We all experience stress in our lives related to family and relationships, work-life balance, substance abuse or mental health concerns like anxiety and depression. It can be helpful to have a professional to turn to for guidance, support, resources and referrals that we might not come across on our own.

#### What happens when I call the EAP?

When you contact HealthJoy EAP, you'll speak directly to a licensed counselor. The intake process will include an experienced clinician gathering information about you and the nature of your concern. The counselor will then coordinate the most appropriate resources that best meet your needs. These resources can include scheduling short-term counseling with a local provider, work-life resources and/or referrals to community resources or treatment providers through your health insurance plan.

## When will I receive my EAP counseling referral?

After your intake, we'll identify an appropriate local counselor to meet your needs. We always confirm that the provider meets your needs and is within your insurance network, just in case longer term care is needed. For routine referrals, this process typically takes no longer than one to two business days. HealthJoy EAP is always available around-the-clock for immediate support.

## Is HealthJoy EAP confidential?

Yes! No one, including your employer, will know that you have used HealthJoy EAP services. If you have been "formally" referred by your supervisor, he/she will only be advised of your follow-through with the recommendations made, not the details of your situation. Exceptions to confidentiality may apply by law if there are concerns regarding your safety or the safety of others.

## How much does it cost to use the EAP?

There is no cost to you or your immediate family members to use the program. If services beyond the EAP are needed, the HealthJoy EAP counselor will provide referrals based on coverage through your health insurance plan or other cost-effective resources in your community.

**1-888-731-3EAP (3327)**  
**eap.healthjoy.com**