

Confidentiality

All phone calls to the EAP and all counseling sessions provided by the EAP are strictly confidential. The only exceptions to confidentiality are situations in which your safety or the safety of others is at risk.



EAP is Free

There is no cost to you or your household members for EAP counseling services. If you are referred for additional counseling sessions after the EAP, the resulting fees or co-payments are your responsibility. You will be advised if your company medical benefits provide coverage for those services. Every effort will be made to find the best resource at the lowest cost to you.

Employee Assistance Program



How to Contact Your EAP

Counselors are available 24 hours
a day 7 days a week at:
1-800-531-0200

inquiries@charlesnechtem.com

Visit us on the web at:

www.charlesnechtem.com

Charles Nechtem Associates, Inc.

For Mind, Body and Spirit

What is an EAP?

The Employee Assistance Program (EAP) is a benefit provided by your employer that offers confidential counseling and referral services to you and members of your household. This service offers immediate access to clinicians who will help clarify your problem or concern and work with you to develop a plan of action to address it. The EAP provides the opportunity to work with a counselor directly over the phone and to speak with a therapist in face-to-face counseling sessions.

Call your EAP 24/7 It's Fast and Easy

Getting help from your EAP is easy, convenient and confidential. Licensed psychologists and social workers are available to speak with you 24 hours a day, 7 days a week. You can always get help when you need it.



Face-to-Face Counseling

Through your EAP, you can see a counselor near where you live or work. We maintain a comprehensive network of licensed psychologists, social workers, alcohol and drug counselors, marriage counselors and family counselors. The EAP can also refer you to elder care and childcare providers.



Your EAP Can Help With A Wide Variety of Concerns

The EAP can help you address a wide variety of personal concerns to support your well-being at work and at home. Examples of concerns we can help with include:

- Family/parenting problems
- Grief/bereavement
- Marital/relationship issues
- Stress/anxiety
- Depression issues
- Alcohol/drug/other addictions
- Elder care/childcare issues
- Financial/credit counseling
- Legal referrals

How Your EAP Helps

1. First, the counselor will help you clarify your problem or concern.
2. Next, the counselor will help you identify your options and guide you in exploring potential ways to resolve your problem.
3. Lastly, the counselor will help you develop a specific, concrete plan to solve your problem. Sometimes this can be handled by one or two phone sessions. If your concern is more serious, or if you prefer to see someone in person, your counselor may refer you to an appropriate provider near where you live or work.



Your employer contracted with Charles Nechtem Associates, Inc. (CNA) to provide your EAP services. CNA has 28 years of experience providing services to over 5 million employees and their families.