

# EAP TELEPHONE CONSULTATION

Real support for real life



When you feel stuck, or overwhelmed, or don't know where to turn, a phone call with an Employee Assistance Program (EAP) telephone consultant can be a good place to start.

EAP consultants are licensed mental health clinicians available 24/7 to talk through life challenges and help with problem solving.

*"My girlfriend just left me. I feel so lost."*

*"I'm so buried at work. I'm worried about being fired."*

*"I think my son might be using drugs. Should I confront him?"*

Common issues addressed in a telephone consultation include: everyday stress, work, mental health and well-being, substance use, relationships and family, grief and loss.

A phone call with an EAP consultant can help you set a plan in motion to manage your stressors and resolve your concerns. The consultant can help you with coping strategies and tools, recommendations, resources, and referrals if needed.

A consult is 20 minutes in length. You can call your EAP toll-free number: \_\_\_\_\_ or go to your EAP coverage page on [myCigna.com](https://myCigna.com) and select "Schedule a call with an EAP consultant" to get started.

## Examples of issues that may require additional support:

- › Life events, such as divorce, death, serious illness, a child moving back home, financial challenges, or caregiving issues
- › Domestic violence
- › Coping with a traumatic event
- › Barriers to care, such as transportation issues, unable to schedule appointments, caregiving, or work schedule conflicts
- › Signs/symptoms of depression, anxiety, or other mental health conditions
- › Work/life balance concerns
- › Patterns of behavior that indicate poor coping skills



## As part of the EAP benefit, a phone consult is...

- › Available at no cost to the customer.
- › Available 24/7
- › Available to employees and household members
- › Confidential

## A phone consult can offer...

- › Education, problem solving
- › Identification of resources
- › Referrals to EAP face-to-face (or virtual) sessions and behavioral support
- › Opportunity to explore treatment options
- › Collaborative planning for next steps
- › Connection to home life referrals, such as elder care, child care, and caregiver support
- › Access to legal and financial services

Together, all the way.®



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