

Interface EAP

Total Life Assistance™

provided by your employer, the Employee Assistance Program (EAP) is a Total Life Assistance™ tool. It is designed to help you and your family members successfully manage life's challenges by identifying options and making informed choices.

Commonly addressed through your EAP include:

Family conflict - divorce, custody, blended family, domestic violence issues

Life events - accidents, illness, victim of crime, loss of a loved one

Changes at home, work, or school - relocation, job changes, interpersonal problems, empty nest, aging parents

Personal growth - interpersonal skills (relationship building or communication) for work or family

Substance dependence or codependence issues - alcohol, gambling

Counseling Services

The EAP provides free and confidential counseling with experienced, licensed counselors. You can easily access a comprehensive network of counselors with expertise in the following:

- Stress Management
- Emotional Distress/Anxiety
- Workplace Issues
- Family/Parenting
- Alcohol/Drug Abuse
- Personal Wellness
- Community Resources

Professionals who will assist you are not part of your organization. They are licensed counselors who understand the "everyday challenges" that face individuals and families. They are able to provide support and guidance to individuals when they are faced with life's challenges.

Legal Services

Participants are able to access professional legal services through the EAP. Services under this benefit include a free 30-minute consultation with an attorney, document review, letter/phone call on your behalf, a free simple will, and up to a 25% discount off an attorney's normal rate for additional services.

Financial Services

Financial services with the EAP include a free initial consultation with a professional licensed Financial Planner and discounted fees for ongoing consultation. Financial counseling, debt consolidation, and other referral services are also provided (excludes monetary assistance).

Online Work/Life and Wellness Resources

This online service can be accessed through the participant website and includes educational materials, personal health profiles, and a searchable database containing child care, elder care, adoption, school, and college resources. For more information, visit the participant website at www.4eap.com. Contact your Human Resources department or call 1-800-324-4327 to obtain your login name and password.

Your EAP is a completely FREE and CONFIDENTIAL source of assistance.

Interface EAP

(713) 781-3364 Se Habla Español
(800) 324-4327 (800) 324-2490

www.4eap.com

Frequently Asked Questions

How do I access my EAP benefit?

Call toll-free 800-324-4327 or log-on to www.4eap.com. Our experienced care coordinators will guide you through the process and help connect you with the services that will best fit your needs.

Who can use the EAP?

EAP services are not only available for you, the employee, but also for your spouse and other eligible dependents.

Is the EAP confidential?

Yes - The EAP is totally confidential. Interface will not share any information concerning your use of the EAP with anyone in your organization, other family members, or any other person or organization without your written permission or as required by law.

Is there a charge for using the EAP?

No - Your employer has contracted for this service as a prepaid benefit for its employees. There is no cost to you or family members for EAP services. If you and your counselor determine additional help is needed beyond the scope of the EAP, we will work to minimize any cost to you.

What is not paid as an EAP benefit?

Some situations may require specialized services that will not be covered under the free EAP benefit. Psychiatrists (MD's), psychological testing, chronic or long-term treatment, court ordered assessment or treatment, and other specialized types of treatment may be beyond the scope of the EAP. If you are unsure, please ask a care coordinator. They will help you identify resources that ARE available through your free EAP benefit.