

Employee Assistance Program (EAP)

What is EAP?

To help you and your family with a variety of personal and work-related concerns, difficulties, and problems you may experience, BMC offers all employees services under the Employee Assistance Program (EAP) with Bensinger, Dupont & Associates (BDA). You are automatically covered under the EAP on your date of hire. There is no enrollment process and you may use the EAP services regardless of the medical coverage or other benefit options you select. The EAP is provided at no cost to you and your eligible dependents. This voluntary, professional, and confidential counseling service is designed to help you and your eligible dependents with a variety of concerns.

Contact EAP

EAP clinicians are available to assist you and your eligible dependents 24 hours/day, 365 days/year.

Toll free number: 1-866-695-6327

Online: bensingerdupont.com/mla (Password: lmeap)

Text: mleap to 53342

App Search: mleap (Password: lmeap)

EAP features:

- Confidential assistance for you and your family
- Up to 5 face-to-face counseling sessions per issue
- 24-hour, 7-day a week telephone and web access
- 12-week Wellness Coaching programs for **smoking cessation, fitness, relationships, and parenting.**
- Referrals to legal and financial consultations
- Access to information and resources for child and elder care concerns
- Comprehensive website with articles, tools and discounts
- Monthly live webinars and a library of on-demand webinars on topics such as resiliency, parenting, and relationships

Why should I call EAP?

When you or your eligible dependents need to talk with someone about a personal or work-related problem or concern, you may call the EAP confidentially and toll free at 1-866-695-6327 anytime, day or night. You will be answered by a clinician, who may help you by:

- Responding to a mental health or substance abuse emergency
- Evaluating your problem or concern
- Providing telephone counseling
- Referring you directly to an EAP clinician for a face-to-face visit
- Locating, qualifying, and referring you to a local clinician

Is EAP really confidential?

YES! Any communication you may have during the EAP sessions remains between you and the EAP clinician, within the limits of the law. The EAP program is managed by Bensinger, Dupont & Associates (BDA), an independent organization staffed by clinicians who adhere to the strict confidentiality requirements of their profession. No information will be shared with anyone else, unless you give written permission to the clinician to do so. Your use of EAP Services is confidential, except in cases of mandatory referrals, or when the EAP clinician has reason to believe that an individual poses an imminent risk of serious harm to him/herself or others, or

poses a threat to public safety. BMC supports the EAP policy of complete confidentiality.

Which types of concerns can I utilize EAP for?

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| Addictions | Grief and Loss |
| Alcohol Abuse | Marital Loss |
| Substance Abuse | Family and Parenting Concerns |
| Elder Care | Psychiatric Care |
| Stress | Anxiety and Depression |
| Career Concerns | Many More |

When I call in, what information will be asked for and why?

Bensinger, Dupont & Associates will only need you to verify that you are an employee or family member of Boston Medical Center. They are all licensed clinicians who answer the phone, and they will share with you from the start their confidentiality policy regarding services. When an employee or their family member calls, they will immediately be connected to a Master's degree counselor (even if you call in the middle of the night on a holiday!) BDA counselors have various backgrounds in social work, counseling and psychology - same as the professionals that you would see in private practice for face to face sessions. The counselor will assess your needs, do any immediate crisis response if needed, and make the appropriate local referral for service. Based on that initial call they may need a referral for counseling, legal assistance, financial information, or child and eldercare resources. Our in house counselors will also follow up with you within the week and often times a month later to check in and make sure that you received the services that you needed.

What is a face-to-face visit with an EAP clinician?

In addition to the toll-free telephone line, EAP also provides you and each of your eligible dependents with the ability to have up to five face-to-face visits per calendar year, per each different presenting problem. This is available at no charge while you are employed at BMC. You can use these visits to begin treatment with a clinician in EAP's provider network and transition to a clinician under your medical coverage, if the clinician is not a member of the provider network under your medical coverage. In this case, your EAP clinician can assist you with the transfer. All EAP clinicians are professionally trained health providers, including clinically licensed or certified social workers, Ph.D. psychologists, or related Master's degree-level professionals.

How many times can I see an EAP counselor?

The EAP provides you and each of your Eligible Dependents with up to five in-person counseling sessions per each different presenting problem with an EAP clinician at no cost to you and your Eligible Dependents per calendar year. If additional counseling services are needed, the EAP will work with your medical provider to ensure you receive the care you need.

Is EAP part of my health insurance?

No. EAP is a separate service that does not require health insurance to participate. However, an EAP counselor may recommend extended services beyond the scope of the EAP, at which time your EAP counselor would assist you in accessing your health insurance plan for further coverage. Any possible costs due to using your health care coverage will be discussed with you before a referral is made. If you do not have health insurance, you will be connected to available community resources for assistance.

Is EAP a free service?

Calls to the toll-free telephone line are free of charge to you and your Eligible Dependents while you are employed by BMC. There is no limit to the number calls you may make. Additionally, up

to five face-to-face visits per calendar year, per each different presenting problem, with a clinician in Bensinger, Dupont & Associate's provider network are available to you and your dependents at no cost while you are employed at BMC. Once your EAP benefits are exhausted, Bensinger, Dupont & Associates may refer you to your medical coverage or to other professional services, if necessary. Continued treatment beyond the five face-to-face visits is your financial responsibility and may be coordinated with your medical coverage while you are employed by BMC to the extent possible.