

FAQs

frequently asked questions

About Your EAP



We get quite a few questions about just what the EAP benefit is and how it works. Here are answers to some of the most common questions:

Q. What does EAP stand for?

A. EAP is the abbreviation for “Employee Assistance Program,” a **confidential** benefit that provides counseling and assessment and referral designed to help you manage and resolve work and life problems. It also provides personal and professional coaching from certified coaches, and an extensive library of trainings and wellness benefits.

Q. I know the EAP is good for helping if I have a problem, but are there other types of benefits?

A. Yes, there are many types of benefits beyond problem resolution that we offer, from one-on-one coaching programs to thousands of trainings for personal and professional development. Get help for home buying, finding elder- and child-care resources in your community, adopting a baby, managing stress, improving your work skills, dealing with legal or consumer issues and much more. We have thousands of tools, videos, articles, calculators, trainings and more in our online self-help center. But we also offer counseling for life problems – grief, loss, relationship problems, debt, depression, anxiety, substance abuse and more.

Q. Who can use the EAP?

A. EAP services are available to you and your household members as well as dependent children living away from home, up to age 26.

Q. Do I have to get a referral from my employer to use your services?

A. No, you can access us directly by calling our toll-free help-line **800.252.4555**. Or login at www.HigherEdEAP.com by clicking on the “**Member Login**” button.



Q. How can I find out if the benefit, service or training that I am looking for is available?

A. You can log in and check out the self-help tools, or feel free to call our toll-free number to tell us about your needs and we'll help you access the right service. See above.

Q. What are your hours?

A. Our toll-free helpline and our online self-help resources and trainings are **available 24 hours a day, 7 days a week, all year long.**

Q. Will my employer or my spouse know if I use your services?

A. Your EAP is **totally confidential** and no one will know you are using our services unless you choose to tell them.

www.HigherEdEAP.com

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