

Employee Assistance Program (EAP)



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What is an EAP?

- A short-term counseling and referral service designed to help employees and their household family members/dependents with personal, family or job related concerns.
- The EAP can help users to identify, gain control over, and resolve personal issues that may be interfering with work and daily life.
- If long term treatment is needed beyond the short term counseling of the EAP, a referral will be provided and coordinated with health care benefits.

Specific Program Features

Michigan Conference of the United Methodist Church's EAP Program offers:

- Helpline
 - 24 hours a day / 7 days a week / 365 days a year
- Up to **5** Short-Term Problem Resolution sessions per issue
- In the moment support
- Referral Services coordinated with healthcare benefits
- Legal/Financial consultations
- Work-Life website with access to online resources

Work-Life Website

Our Work/Life website, www.my-life-resource.com, offers a host of services that augments the EAP and provides resources for individuals who may not require counseling but are looking for information and tools to achieve work-life balance and general wellness. Online resources include:

- 1000+ resource articles on a variety of wellbeing topics
- On demand webinars and mindfulness sessions
- Dependent care information and searches
- Financial calculators
- And much more...

Support Around the Coronavirus Pandemic

What Do You Need to Know About Services Available Through EAP?

- Counselors are available to help employees address the, very real and very normal, stressors resulting from the current health emergency
- Our website provides access to webinars designed to help individuals cope with stress, on demand mindfulness sessions, and regularly updates topical articles sourced from credible sources such as the CDC and the WHO

What Does the Service Process Look Like?

Though variations exist based on type of assistance, an outline of the service process follows:

- Upon calling, a representative will gather basic info, reason for calling and determine next steps
- Per caller's preference or needs, may connect directly to a counselor or schedule for a call back
- A counselor-led assessment informs # of sessions (up to 5), preferences in type (Phone, Face to Face, etc.) or provider (by location, etc.) and helps define concern to be addressed
- If caller would benefit from long-term treatment, referral will be coordinated with healthcare benefits
- Calls for Legal or Financial consultations will be connected to our professional partners
- Employees and covered dependents can initiate additional services to address different concerns

How to Connect with EAP

By Phone

– 1(800) 847-7240

On The Web

- www.my-life-resource.com
- Username: hmsa
- Password: myresource

Note: All services are free and confidential. For any additional questions or material please see your human resources representative.