



Telephonic EAP survey results:

- 98.1% of participants reported that they felt comfortable talking about their problem over the phone
- 97.6% reported the telephonic EAP was convenient
- 94.2% found telephonic EAP helpful
- 94.7% were satisfied with the telephonic EAP services they received

Employee Assistance Services: Telephonic Employee Assistance Program

Beacon Health Options® Telephonic Employee Assistance Program (EAP) provides confidential, expert counseling, education and referral services for participants and their families.

Callers receive support for a variety of issues such as:

- Balancing work and family
- Marital and family problems
- Depression and anxiety
- Financial and legal challenges
- Alcohol and/or substance use concerns
- Grief and loss
- Career transition issues
- Work-related concerns
- Personal growth and development

OUR APPROACH

We operate a “clinician first answer” EAP model meaning callers are able to speak immediately with an EAP Care Manager. The EAP Care Manager conducts an initial triage and intake assessment to determine the most appropriate referral for the participant’s needs, which may be to provide immediate assistance to the participant over the phone, or to schedule an appointment with a Telephonic EAP Counselor for telephonic EAP services.

Our Telephonic EAP Counselors are all licensed, masters’ level professionals with an average of more than 13 years of experience, including five years with Beacon Health Options. They also have additional training in the provision of telephonic EAP services.

PROVIDING OPTIONS TO SEEKING HELP

The telephonic EAP option works well for participants who are uncomfortable meeting with an EAP provider

YOUR TELEPHONIC EAP BENEFITS PROVIDE:

- Confidential assessment and referral counseling
- 24-hour, 7-days-per-week emergency telephone counseling
- EAP consultation with licensed or certified counselors
- Coverage for family members and significant others
- Bilingual counseling in Spanish or other languages by appointment.
- Referrals to local community social services and self-help groups
- Referrals to licensed outpatient and inpatient treatment facilities, often at contracted, reduced rates

face-to-face, or for those with limitations that make face-to-face counseling inconvenient, such as:

- A parent with an infant or small children
- A caregiver for a disabled person or a senior
- A participant with mobility issues that make face-to-face counseling cumbersome
- Participants who frequently travel
- Transportation issues that prevent the participant from accessing a provider's office
- By providing telephonic EAP services, you not only offer participants beneficial options to accessing care and support; you help remove barriers to care that may keep them from seeking support in the first place.

BENEFITS OF TELEPHONIC EAP

The telephonic EAP is particularly effective for participants who prefer the anonymity and ease of telephonic interaction instead of a face-to-face visit. Beacon Health Options' telephonic EAP offers participants:

- Convenience
- Practicality
- Confidentiality

A LEGACY OF RESULTS

With over 30 years of experience, Beacon Health Options is the national leader in providing EAP services across every type of employer organization. We are experts in designing and implementing customized programs that combine proven best practices and innovative EAP service delivery. These efforts improve not only employee health and wellness; but also the fiscal health of your organization. Our EAP supports businesses and employees in key areas to:

- Increase employee productivity, job satisfaction and morale
- Reduce employee stress, absenteeism, costly turnover and health care expenses
- Promote healthy living skills for employees and their families
- Attract and retain a skilled workforce



Over
300
clients



BEACON HEALTH OPTIONS' CUSTOMERS:

- Regional and local health plans
- 43 Fortune 500 companies
- Large and medium-sized employers
- Taft-Hartley Plans and trade unions
- Non-Profit Organizations
- Colleges and Universities
- Federal, State and Local Governments