

# FREQUENTLY ASKED QUESTIONS ABOUT THE EMPLOYEE ASSISTANCE PROGRAM

As an employee of an organization that offers the Employee Assistance Program (EAP), you and your eligible household members are entitled to participate in the program. Below are answers to the most commonly asked questions.

## What is the Employee Assistance Program?

Sometimes we all need a little help handling our problems. Things may become too much for us to handle, affecting our personal happiness, relationships, job performance, and health. The Employee Assistance Program (EAP) provides a range of confidential, professional services to help you resolve problems that can affect your personal and work life. In fact, the program deals with just about any concern that may impact your quality of life and well-being.

## Specifically, What Types of Problems Does My Employee Assistance Program Address?

Services include, but are not limited to, assistance with the following:

- Life improvement issues
- Difficulties in relationships
- Stress and anxiety issues with work or family
- Personal achievement
- Emotional well-being
- Financial planning and debt management
- Legal consultation and referral to discounted services
- Depression
- Alcohol and drug abuse
- Grief

To find out if a service is included, call the number on your EAP brochure.

## Is it Unusual to Require Assistance?

No. We've all experienced those periods in our lives in which our personal problems have threatened to disrupt our daily routine. Whether it is a marital problem, a troubled adolescent, or perhaps finding a legal provider, talking about the issue with one of our Counselors can be very helpful. The earlier you seek help, the better your chances for reducing disruption in your life. Members are encouraged to contact Horizon whenever a possible situation first appears. There is no question or issue too small to discuss with the Horizon Counselor.

## When Are Services Available?

Horizon's Counselor Line is staffed 24 hours a day, 365 days a year to ensure that members needing emergency care are able to access those services. Horizon requires that its network counselors make appointments available during day

and evening hours, as well as on Saturday.

## Who Can Use the EAP?

You and your household members are eligible for Horizon services. Household members generally include dependents and family members who are living with you.

## How Much Does the EAP Cost?

The Horizon program is already paid for by your employer. If you accept a referral to services that are not part of your Employee Assistance Program, you may be responsible for the cost of those services.

## Who Will Know if I Use the EAP?

Your participation in the Employee Assistance Program is completely confidential. This means that if you or a family member calls the Horizon toll-free number, neither your employer nor anyone else will know you used the program unless you choose to tell them. If you are referred to the Employee Assistance Program by a supervisor because of performance issues, this is called a Management Referral. Only with your written permission will your employer be made aware of your use of Horizon's services. Your employer will not be given any personal information; only reports on whether you are, or are not, progressing in your treatment. You will always be aware of the content of any discussions that take place between your employer and your counselor.

## How Do I Access Services?

Call the toll-free number on your Horizon brochure. A Counselor will consult with you over the telephone and help you find solutions and resources to meet life's challenges. The Counselor will confidentially discuss challenges you are facing and provide you with consultation, action plans, and resources within your community. Your Counselor will even mail or email you helpful information to address your issue. If needed, your Counselor will provide referrals for support groups or community services. You may also have access to services and information through our EAP web site. If you are eligible, instructions for accessing this site are detailed in your member materials.

