

Frequently asked questions about SupportLinc

- 1. When is SupportLinc available?** The EAP is available 24/7/365 to support you, your spouse/partner, dependents and any other family member living in your home.
- 2. Will my company know if I use the EAP?** No, use of the EAP is completely confidential unless you are in a life-threatening situation and we need to take immediate action to protect your safety or the safety of others.
- 3. Is everyone who answers the phone a counselor?** Yes, the EAP is staffed around-the-clock by licensed counselors who can provide immediate telephonic support.
- 4. What types of problems can the EAP help me with?** The EAP can assist you with a variety of common concerns including depression, anxiety, stress, relationship problems, grief and loss, alcohol or substance use, anger management, work-related pressures and more.
- 5. Are counseling sessions offered through the EAP?** Short-term counseling sessions per occurrence are available through the program, virtually or in-person, at no cost to you.
- 6. Can I specify which counselor qualities are most important to me?** Yes. Your Care Advocate will assist you in locating a counselor that meets as many of your unique preferences as possible and is also included in your health plan. Standard referral turnaround time is 48 hours. However, specific requests may result in slightly longer wait times for an initial appointment. Your Care Advocate will always offer choices and help you understand your options.
- 7. Where can I learn more?** You can access all of the care modalities, valuable information and resources your program has to offer by visiting your web or mobile platform.
- 8. What other resources are available?** Your program also offers text therapy, emotional fitness coaching, digital behavioral health and a variety of self-serve toolkits, flash courses, educational tip sheets and more.
- 9. What if I need additional help?** If you need care beyond short-term counseling, your counselor and Care Advocate will work together to connect you and your in-network provider to the care you need.
- 10. What if I don't want to call and would like to access services another way?** There are various additional program access points on the web and mobile portal, including a digital Mental Health Navigator, TextCoach®, Real-Time Scheduling, Animo, Addiction Care Navigator, Mindstream™, Email/Ask the Expert and Virtual Support Connect. Any of these choices allows you to connect to the care option that best matches your interests with the click of a button.
- 11. How can the EAP help me balance work and home?** Consultations, resources and referrals are available for a variety of concerns including legal, financial, dependent care and more.
- 12. Who can help me if I have any difficulties, questions or concerns?** Your Care Advocate will ensure you are connected to the care you need. You can contact your Care Advocate directly, or you may call the EAP 24/7/365 for immediate assistance.



Support for everyday issues. Every day.