



## **EAP Frequently Asked Questions**

### **What is an EAP?**

The EAP is a confidential counseling, assessment and referral program designed to help you manage work and life problems. Just as health insurance is designed to address your physical wellbeing, your EAP program is designed to address your emotional and mental wellbeing and help you to manage your problems. It is a completely confidential program that is fully paid by your employer.

### **Do I have to be enrolled in a company sponsored medical plan to be eligible to use the EAP?**

SWC sponsored insurance benefit enrollment is **NOT** required to take advantage of the EAP benefit.

### **Who can use my EAP benefit?**

EAP can be used by employee and their benefit eligible family members, including anyone living in their household with no age limitations. However, this benefit is not offered to dependents over the age of 26 living out state.

### **How do I know if I am benefit-eligible?**

This program is available to all Southwestern College employees.

### **My child is going to college in another state, can she/he still use my EAP benefit?**

Providing the child is under the age of 26, they can reach out to Aetna Resources for Living directly at **1-800-342-8111** and their professional staff will help you find a network provider in your area.

### **What is the cost for using the EAP?**

The cost of the program is fully paid by Southwestern College as a benefit to you and anyone living in your household. Our Aetna counselors will explain the

services that the EAP provides, answer any questions you may have, and present you with a list of EAP providers within 20 minutes or 20 miles of the location you designate.

### **If I have not completed my 6 sessions with our current EAP plan, do I lose those sessions?**

Employees will need to call Aetna on 7/1/2023 and they will provide a new authorization to continue with their therapist. If the therapist is not on Aetna's network and employees still prefer to see the therapist, Aetna will provide a single case authorization. This authorization allows employees to see their preferred therapist. Aetna will reach out to the therapist to see if would like to join the network. If the therapist chooses to not join Aetna's network, the future authorizations will need to be with an EAP network therapist.

### **Do I need a behavioral health diagnosis to use my EAP benefit?**

No behavioral health diagnosis is needed to use your EAP benefit.

### **Do I need a referral from a physician to use my EAP benefit?**

No referrals are needed to use your EAP benefit. You call Aetna Resources for Living directly at **1-800-342-8111** and professional staff will help you find a network provider in your area.

### **Will my supervisor or HR know if I use my EAP benefit?**

Your EAP is completely confidential, and your employer will not know that you are using your EAP benefit. None of your information – including your name – will be shared with anyone without your written permission.

*(In accordance with applicable state laws, exceptions must be made for certain reports of child abuse or significant threats to your safety or the safety of others.)*

### **Can I get fired for using my EAP benefit?**

No! In fact, your manager, HR, and even your health insurance carrier will never know you are using your EAP benefit.

### **If I use my EAP benefit, will it show up on my Electronic Medical Record?**

No. The EAP is separate from the insurance provider and no personal information is shared unless you give written permission to do so.

### **How do I use my EAP benefit?**

Call our professionally staffed Aetna Resources for Living EAP at 1-800-342-8111 24 hours a day, 7 days a week, 365 days a year. Or visit [resourcesforliving.com](https://resourcesforliving.com) and enter the username: “**SWC**” and password: “**EAP**” for resources.

### **How do I find an EAP provider?**

Call Aetna Resources for Living EAP at 1-800-342-8111 24 hours a day, 7 days a week, 365 days a year. The Access Center will identify providers that can help with the topic you wish to discuss, located within 20 minutes or 20 miles of the location you designate.

### **Why isn't there a list of providers somewhere on the website?**

The EAP provider network is constantly being updated. The Aetna resources for Living is made aware of these changes as they happen and can provide you with the most current information available.

### **How do I know if my problem is covered by Aetna?**

Aetna covers problems that interfere with your day-to-day life or functioning. Call 1-800-342-8111 and our providers will help you with any problems that you may be experiencing.

### **What if I want to continue to see the same provider after the EAP sessions are utilized? Will my EAP provider also be covered under my insurance?**

If you choose to continue seeing your therapist beyond the free EAP sessions, you have the option of using your insurance benefit. Check with the insurance company to determine your provider's level of participation in your plan.

### **Does EAP cover medication management?**

Medication management is provided by your medical insurance. Check with your insurance company to determine medication management coverage.

### **Can I make an appointment for my adult child (over 18) for EAP services?**

Any dependent 18 years of age or older will need to contact Aetna Resources for Living themselves to use the EAP benefit. If your child is under the age of 18, you may call and register them for EAP services.

### **What kind of credentials do the EAP providers have?**

Aetna's network has caring professionals with expertise in a vast variety of concerns. All providers are credentialed with a license or certification by their state, and most providers are licensed social workers. We evaluate providers carefully to ensure they meet our high standards.

### **When I call to schedule the appointment, do I need to tell the provider I am utilizing my EAP?**

When you contact the provider recommended by Aetna Resources for Living, it is always a good idea to let the provider know you have been referred by Aetna EAP.

### **Can I utilize my EAP benefit if I am already seeing a provider through my insurance?**

The EAP is a short-term, six-session benefit to deal with a specific-life impacting topic. You may use your benefit regardless of whether you are currently seeing a provider for other issues.