



b p a
Business Psychology Associates

EAP - Benefit Summary Twin Falls County

The following list of questions and answers is designed to familiarize you with your new EAP benefit and help you make the most of what it offers.

What is an EAP?	Your EAP is designed to give employees and family members easy, no cost to them confidential access to professional counseling. The goal of the EAP is to help with any problem that might affect life at work or at home.
What kinds of problems does the EAP address?	<ul style="list-style-type: none"> The EAP is designed to address a wide range of personal problems and issues. Often these will include emotional or behavioral issues. Sometimes, it may be a financial or legal issue that creates stress in your life. People use the EAP to resolve marital, family or work problems. The EAP is instrumental in addressing alcohol and drug dependency problems. The EAP is designed to accurately evaluate or assess problems, which may include a Mental Health or Substance Abuse diagnosis; however it is not designed to resolve acute Mental Health or Substance Abuse issues. These diagnoses require referral to a specialist, such as a psychiatrist, for longer-term care and attention and will be subject to your health insurance's mental health benefits and/or self-pay.
How many sessions do I have?	Members of Twin Falls County have 8 sessions per incident per program year available.
What does it cost?	The EAP sessions are no cost to you or your dependents provided you acquire pre-approval for an in network EAP provider from BPA. Referrals beyond the initial EAP sessions or referrals to a provider outside the EAP network are subject to your health plans' mental health benefits or self-pay. To access EAP benefits, call 800-726-0003 for pre-authorization and referral from BPA. <i>You will be financially responsible for any services obtained outside BPA's EAP contracted network or without pre-authorization from BPA.</i>
Who do I call?	Call 1-800-726-0003. You may call 24 hours per day/ 365 days per year.
Who will know that I've used the EAP?	No one. The EAP component of your benefit plan provides services that are private and confidential. No information is released to your employer, other than utilization rates, unless you sign a release of information.
Who can use this service?	The employee must be enrolled in Blue Cross health plan to be eligible for EAP benefits. All employees enrolled in health plan, their spouses, and dependent children are eligible for EAP benefits. The term "children" includes children to age 25 if legally dependent upon the eligible employee or eligible employee's spouse, for more than one-half (½) of his/her financial support. Coverage terms end of month dependent child turns 25.
What if I'm divorced and my children only live with me part of the time?	The EAP benefit has a very generous description of family members. If a child is living in your home and affecting your quality of life with an issue or problem, then they are eligible to come in for counseling with you. The term "child" or "children" includes natural children, stepchildren, foster children, adopted children, or children in the process of adoption from the time placed with the eligible employee.
What if my child is away at college or if I go on vacation out of state?	The EAP Administrator, Business Psychology Associates, has counselors available virtually anywhere in the country. Simply call the EAP Hotline (800) 726-0003 on your Wallet Card or Brochure.
Who would I see?	All counselors have professional degrees, many years experience, state license, and are fully insured. A referral would be made to the network counselor that would best meet your individual needs.
Where is the EAP? Where are their Offices?	There are EAP counselors throughout the country, in rural as well as urban areas. When you call the EAP Hotline at 1-800-726-0003 a list of local providers will be given to you so you may call and make an appointment which is convenient for you. The customer service representative will refer you to a provider which can help with your concern as identified by you during the initial call to the hotline.
How does the EAP interact with our group health benefits?	<ul style="list-style-type: none"> Your group health plan benefits are different in that they are only available to those enrolled as employees or dependents. The EAP Network of counselors <u>makes referrals</u> to a similar, though larger, network of mental health and substance abuse professionals that includes; counselors, psychologists, psychiatrists and hospitals or treatment facilities. Any referrals beyond the EAP provider are subject to your health plans mental health benefits or self-pay
Are there any exclusions?	Psychological Testing and Court-Ordered treatment are not covered by the EAP.

Please Note: If there is a conflict between this summary and the contract for this program, the terms of the contract will govern.