

Blue Cross Employee Assistance ProgramSM

Frequently Asked Questions



What's an EAP?

An employee assistance program, or EAP, is a **free and confidential** resource provided by employers to help employees with personal and workplace matters that affect health, well-being and work performance.* Common services include counseling and coaching, and financial and legal consultations. EAP services are separate from — and don't affect — your other benefits.

The Blue Cross Employee Assistance ProgramSM is offered through Blue Cross Blue Shield of Michigan and Blue Care Network. In addition to traditional EAP services, you can have uninterrupted mental health care with a seamless transition from EAP counseling to your behavioral health benefits. Blue Cross EAP counselors are Blue Cross network providers.

* This program is provided by your employer at no cost to you.



Blue Cross
Blue Shield
Blue Care Network
of Michigan



Is there a cost for EAP services?

Blue Cross EAP services are provided at **no cost** to you or your family members.

How many EAP sessions are included each year?

The number of Blue Cross EAP sessions is determined by your employer and renews annually.**

Is EAP confidential?

Yes, this is a confidential service. Blue Cross EAP won't share personal records with your employer or anyone else without your written permission. Using Blue Cross EAP doesn't affect your other benefits.

Who's eligible to receive Blue Cross EAP services?

Blue Cross EAP is available to you, your dependents and household family members, regardless of where you live.**

How do I get started?

A single phone number connects you with a specialist **24/7**. You can also access Blue Cross EAP online and through your Blue Cross member account under *Behavioral Health Support*.

When you call, you'll speak with a specialist. Specialists are available 24/7 to assess and match you to the type of services and resources that best meet your needs.**

** Outside of the United States, services may differ or may not be available. Limits may apply to certain services.

Frequently Asked Questions

What services are available with Blue Cross EAP?

Counseling and coaching

The types of services available through counseling and coaching include:

- In-person and virtual counseling
- Virtual coaching
- 24/7 crisis consultation support
- Self-care tools with access to a 24/7 on-demand therapy program
- Family support services for parenting and eldercare

Financial resources — phone consultation with money coaches for information on investing, debt or retirement planning

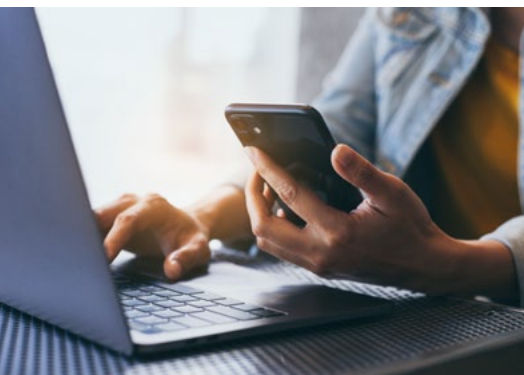
Identity theft and fraud — consultation with a fraud resolution specialist for information on preventing theft and fraud and restoring your identity and credit

Legal and mediation — free phone or in-person consultation with attorneys and mediators to resolve disputes

Management consultations — unlimited management support for human resources, leadership and occupational health professionals

What happens after I use my annual number of EAP counseling sessions?

When your annual allotted number of EAP counseling sessions have been used, you may choose to have additional sessions using the behavioral health benefit of your medical plan. EAP counselors belong to the Blue Cross provider network, so Blue Cross medical members have the option to continue counseling with the same provider. Your annual allotment will renew as of your benefits start date each year.



The support you need when you need it.

Visit bcbsmhelp.com/
or call



Participation in Blue Cross EAP is voluntary and does not affect your benefits.

This program should not be used for emergency or urgent care needs. This program is not a substitute for a doctor's or professional's care. In an emergency, call 911 or go to your nearest emergency room.

Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Blue Cross Blue Shield or its affiliates, or any entity from which the caller is receiving these services directly (for example, employer).

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.