



Jefferson Pilot Financial is now Lincoln Financial Group

Hope International University

EMPLOYEE CONNECT

Practical Help for Life's Challenges

There are times in all of our lives when we need a little help. No matter what the issue is, Employee Connect is available 24 hours a day, seven days a week with support, guidance and resources.

Employee Connect Includes:

- Assistance for you or an immediate household family member
- Up to three in-person counseling sessions per incident
- 24 x 7 x 365 telephone and Web access
- Telephone access to legal counsel
- A 25 percent discount for services resulting from an attorney referral
- Work/life services to include assistance with:
 - √ Parenting and childcare
 - √ Eldercare
 - √ Relationships
 - √ Work and career
 - √ Financial

For more information visit our Website at www.eapadvantage.com (password = connect) or talk with a Specialist at 1-877-757-7587.

Services are provided by Bensinger, DuPont and Associates.



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Frequently Asked Questions for Employees:

1. **How do I access my EAP benefits?** Call the EAP toll-free number (877-757-7587) to access a master's level consultant 24 hours a day, 7 days a week. The consultants are trained to assist clients over the phone and when appropriate, arrange for a face-to-face meeting with a local EAP counselor. Access web-based resources at www.eapadvantage.com (password: Connect)
2. **What kinds of issues can I call the EAP about?** Stress, anxiety, depression, family and marital issues, problem solving, drug/alcohol issues, dependent and adult care services, workplace concerns, legal issues, financial questions and issues.
3. **How are referrals made to a counselor in the community?** If an employee or family member requires longer term counseling, referral for medical, the service of a specialized provider, or in-patient treatment, referrals to outside treatment resources are made. All counselors are familiar with the range of insurance and medical benefit provisions available to each organization. The BDA counselor works with the client's health insurance to match covered treatment providers with the individual client's needs. The BDA counselor contacts at least two covered providers and evaluates the client's needs compared to the provider's expertise. The BDA counselor then links the client to the most qualified provider available.
4. **How are emergency situations handled?** BDA had a detailed emergency case protocol. Our crisis teams provide immediate response, close monitoring and follow-up of crisis cases. In situations where there is a clear and present danger to any person, the clinician immediately contacts the local police department or local hospital emergency room. BDA counselors identify and mobilize the caller's support system (i.e. family and/or friends) to help provide direction toward immediate management of the crisis.
5. **Is EAP a confidential service? Will my employer know I called EAP?** The EAP holds confidentiality of your personal information at its highest priority. Your employer will not be informed of your participation without your prior written consent. In order to protect the safety of those involved, information may be released as required by law in instances of child/elder abuse or subpoena, or in a life-threatening situation.
6. **How much will I have to pay for EAP services?** The EAP benefit is free to covered persons. Your employer pays the cost of this service. This includes all telephonic, web-based and face-to-face contacts with EAP clinicians. If an issue requires specialized or extended treatment beyond what is covered by the EAP, a referral will be made for which you will be financially responsible. In many cases, this fee may be covered by your health plan.
7. **Who is eligible for EAP benefits besides the employee?** Any member of the covered employee's immediate household and benefits eligible dependents are entitled to EAP services.
8. **If a household member/dependent needs to use this benefit, does the employee need to call for them?** It is not necessary for the employee to call for a household member/dependent. It is best for the person seeking service to contact the EAP directly, as age appropriate. The caller will simply need to know the name of the employee and the company they work for.
9. **What services are available on the Web site (www.eapadvantage.com password: Connect)?** Employee can access BDA's comprehensive web site which allows employees to gather information and conduct their own personalized search for areas of concern. The following are some of the resources that are available: The Child Care Locator; Parenting & Child Care articles and information; Education and adoption; The Elder Care Locator; and Elder Care articles and information.

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