

What to Expect When You Contact Optima EAP

Facing challenges at work or at home? Optima Employee Assistance Program (EAP) can help. Our confidential services are available to you and your household members at no cost.

Just call us toll-free at **1-800-899-8174** to speak with one of our professional Intake Coordinators.



On the Call

Our friendly, helpful staff will collect basic information about you, such as your name, employer, and the reason you are contacting Optima EAP. This helps us make sure you get the help you need.

During the call, we will:

- Confirm your benefits
- Share your counseling options: in-person, over the phone, or virtual
- Help you schedule an appointment with one of our licensed counselors



At Your First Appointment

After completing a brief intake form, your counselor will ask what brought you to Optima EAP and, in general, how well you are managing at home and at work. Each session lasts about 45 minutes.

Your EAP counselor will help you develop strategies to deal with your concerns. When needed, they will also provide you with information about community resources and support groups.

In some cases, your counselor may assist you with locating a local mental health provider for more intensive care.



Confidentiality

Confidentiality is an important component of our program. Discussions with our counselors are protected by strict Protected Health Information (PHI) privacy laws. Optima EAP will not share any PHI, either in written or verbal form, unless required by law or if you give prior consent.

1-800-899-8174

OptimaEAP.com

OptimaHealth 
Employee Assistance Program