

## Anthem EAP Frequently Asked Questions

Q: Who is eligible for the Anthem EAP and how much does it cost?

A: All employees of a BSSP+SISC-participating district/bargaining unit and all household members. EAP services are *free* to all eligible participants which includes 6 counseling sessions per person, per incident, plus 30-minute legal and financial counseling.

Q: What information do I need to have on hand when I call 800-999-7222 or go online to [anthemeap.com](http://anthemeap.com)?

A: Nothing! Just find a private time to make the call. You'll be asked your name, your Company Code (**SISC**), and other demographic information. You will be given all the information you'll need to get support during your call. *It's that easy.*

Q: Can you give me an idea of how I would reach out to the service/specialty providers the EAP representative has recommended?

A: If you prefer to schedule your appointment, you'll be provided a list of EAP counselors in the geographical area requested. Take the list and begin calling counselors to find one you like and who can meet your scheduling needs. Just tell the provider that you're calling to schedule an EAP appointment. EAP can also schedule the appointment for you, if you prefer.

Q: What should I expect when I talk/make an appointment with a clinician, service or specialty provider?

A: You'll need to leave a message as therapists schedule clients on the hour with breaks to return calls. Leave a message with the dates and times you're available to meet and your permission to call back and leave messages on the phone number you provided. When the counselor calls you back to schedule, feel free to ask any questions about the counselor or their practice before proceeding with scheduling. If you prefer another therapist after the first meeting, call the toll free number back and we'll set you up with another provider. EAP can also schedule the appointment for you, if you prefer.

Q: In-person counseling sessions are not feasible for me right now. Are there other options for counseling besides in-person visits?

A: Yes! EAP offers telephonic counseling sessions as well as online counseling sessions via video chat through LiveHealth Online. When you call EAP, the staff will assist with getting you set up with the right type of counseling for you.

Q: Due to the recent fire disaster in my county, I'm having trouble focusing and not sure how to request or verbalize a specific request for services. Is there a trained clinician that I can talk to help me figure out what service would benefit my situation?

A: Absolutely. All EAP staff are well trained in assisting callers to determine which EAP services offered might be the most important to start with. Just ask to speak to a counselor anytime and you will be transferred immediately.

Q: In the recent fires, employees and retirees have lost their homes. Can the EAP assist in them in finding an architect, contractor or an engineer? Can the EAP give a list or what to look for when seeking these kinds of services?

A: Yes, the EAP offers "daily living" consultants who can assist you in identifying the most immediate needs and research local resources. You can request a tip sheet, including questions to ask when shopping for these services.

Q: Can the EAP help find a local resource information? For instance, could the EAP find information about local support groups for people dealing with grief, loss and/or emotional issues due to the fire disaster?

A: Yes, the EAP can assist in locating resources for people dealing with grief, loss or emotional issues related to the fires.

# Anthem EAP

Phone: 800-999-7222

Website: [www.anthemeap.com](http://www.anthemeap.com)

Company Code: SISC