

Frequently Asked Questions

An Introduction to Optima EAP

1. What is Optima EAP?

Optima EAP (Employee Assistance Program) is a resource to help you overcome life's challenges, solve personal problems, and address work-related issues. Our services are confidential, short-term, and solution-focused. Our counselors are professional and caring. Best of all, our services are available at no cost!

2. How much do Optima EAP services cost?

Optima EAP services are paid for by your employer and available at no cost to you or your household members.

3. How can Optima EAP help me?

Optima EAP counseling can help you improve a relationship, support a child or elderly family member, find tools to manage stress, handle conflict with a coworker or an employee, and much more. Turn to us before an issue or concern severely impacts your home life or work performance.

In addition to counseling, we offer inspirational posts, videos, webinars, articles and other resources at **OptimaEAP.com**. Our in-person and online trainings are designed to help build personal and professional skills.

In a leadership role? We offer a manager toolkit and specialized consultation services to assist you.

4. How do I get in touch with a counselor?

Call **1-800-899-8174** and our representatives will work to schedule an appointment with a counselor near you. Our phones are personally staffed and answered 24 hours a day, 365 days a year. You do not need to go through your manager or the Human Resources Department to access EAP services.

5. Will it really help to talk with someone about my problems?

Oftentimes it's helpful to speak with a trained professional who can offer objectivity. A counselor may have a different perspective on the problem and offer suggestions or interventions that you have not already considered. Our focus is on helping you to find a solution to your problem.

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6. I have always been able to solve my problems on my own, so why can't I this time?

Some life issues are more overwhelming than others and even individuals who have always had good coping skills may one day find themselves facing a challenge. That's why it's beneficial to have a resource like Optima EAP – if and when you need it.

7. How can I feel comfortable talking with a stranger about my problems?

Optima EAP counselors are trained professionals, skilled at putting clients at ease when discussing difficult and sensitive issues. All Optima EAP counselors are licensed, Masters- or Doctoral-level clinicians or certified counselors.

8. Can Optima EAP help someone in my family?

Optima EAP services are available to all members of your household at no cost to you.

9. Will my information be shared with anyone else?

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 you give prior consent.

There are a few instances where Optima EAP will be required to break confidentiality—we are required to report threats of self-harm or threats of harm to others, if there is suspicion of abuse or neglect, or if we are required by law.

10. What can I expect when I call the Optima EAP office?

Our friendly and helpful intake coordinators will ask for basic information, such as your name and the name of your employer. They will then assist you with scheduling an appointment at a time and office location that is convenient to you.

11. What does a counseling session involve?

When you first arrive, you will be asked to complete some basic paperwork and a health questionnaire. You will then meet with a counselor who will assess your situation and work with you to develop solutions. Each counseling session typically lasts about 45 minutes.

Our Virtual Counseling service is a convenient option when a face-to-face appointment isn't possible. This service uses a HIPAA-compliant platform for counseling over a smartphone, tablet, or desktop computer. Give us a call to take advantage of our virtual sessions.

12. How many counseling sessions are available to me?

The number of counseling sessions is determined by your employer's contract with Optima EAP. Ask your manager, Human Resources Department, or call the Optima EAP office for more information on your organization's counseling benefit.

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