

Welcome to Preferred EAP

Preferred EAP is an employee assistance program contracted by your employer to provide you, and in some cases, your eligible dependents, with counseling, coaching and consultation services related to your emotional well-being. Please read the following letter in its entirety and sign prior to the onset of services.

Your EAP Benefit

Your employer covers the cost of all services provided to you by Preferred EAP including your counseling sessions. The number of counseling sessions available to you varies by employer so please confirm your employee benefit with your counselor.

Counseling appointments will be scheduled with a master's Level Licensed Counselor or Social Worker either in person in our Allentown office, via telephone, or virtually through our telehealth platform. You also have the option to schedule with an accredited Preferred EAP provider closer to your home if you reside more than 25 miles from Allentown, PA and would like to be seen in person.

The purpose of our employee assistance program is to offer brief counseling to help you resolve your identified concerns. If you desire additional assistance after you have utilized your allotted EAP counseling sessions, your counselor will refer you to providers within your health insurance network to continue your counseling support.

The cadence of your counseling sessions will be determined in collaboration with your counselor. It is possible to use your sessions over the course of a year or you may use them consecutively. Your EAP benefit is renewed annually so you will have access to additional sessions each new contract year.

Preferred EAP also offers support for crisis situations. If you are in crisis after 5 PM Monday through Thursday or after 4 PM Friday through 9 AM Monday, please call our main number, select the prompt for the answering service and ask to speak with our on-call counselor. You will receive a call back from a counselor within one hour at the number you provide to our answering service.

Our counseling services are in high demand, so we ask that you notify us 24 hours in advance if you need to cancel or reschedule your appointment. If

you are scheduled for an in-person visit, you may contact our office up to the day of your appointment and switch to a virtual or telephone visit at any time if it more convenient for you.

Privacy and Confidentiality

Preferred EAP services are governed by the Health Insurance Portability and Accountability Act (HIPPA) and are strictly **CONFIDENTIAL**.

Preferred EAP will not disclose any information about you to anyone else without your expressed written approval with the following exceptions:

- a medical emergency that requires us to contact your designated emergency contact
- concerns regarding potential harm to yourself or others
- suspected child abuse or neglect
- a court order for medical records

Please let your counselor know if you have questions or concerns or would like more information about the confidentiality of your health records.

Tele-Counseling Services

Preferred EAP offers counseling through a secure platform, offered by our electronic health record vendor, to ensure that information discussed during counseling sessions is properly safeguarded and maintained.

There are many benefits to choosing tele-counseling services. Most people find that it is equivalent to in-person visits and is often more convenient. Additionally, in-person visits may require you to wear a face mask due to COVID restrictions which may be uncomfortable and feel restrictive.

Tele-counseling also offers a high degree of confidentiality by allowing you to receive help in the comfort of your own home or other private location of your choosing.

Limitations of Tele-Counseling

Your counselor will review the technology requirements for tele-counseling but there is still the possibility that your experience may be impacted by technical difficulties. If that occurs, you may either reschedule your session or switch to a telephone session.

Tele-counseling may not be appropriate for some presenting concerns. Your counselor will discuss this with you and recommend you be seen in person if they feel it is more beneficial to you.

Your counselor will deliver tele-counseling services from a confidential, secure location. **Sessions will not be recorded.** We will ask you to confirm your location to ensure your safety and confidentiality during the session. If your counselor feels you are at risk of imminent danger, they are legally and ethically bound to immediately report information to authorities, family members, or others, to minimize any potential harm to you or others.

Preferred EAP has been established to assist people in a confidential, constructive and responsive manner consistent with good therapeutic practices. If you have any concerns, questions, or complaints about our services, please direct them immediately to your counselor, or our Clinical Manager, Sajeda Bhallo at Sajeda.Bhallo@lvhn.org.

I have read this document and understand the services of Preferred EAP and the conditions under which they are provided. I understand Preferred EAP makes no guarantee regarding results of services delivered. I consent to counseling with Preferred EAP.

Signature: _____ Date: _____