

Employee Assistance Program FAQs

What is the Employee Assistance Program?

The Employee Assistance Program (EAP) is personalized and confidential care for you and the members of your household.

What can the EAP help me with?

The EAP can help you resolve your personal concerns so you can be your best at work and at home. Among other things, the EAP can help you with work stress, family & parenting issues, coping with change, anxiety or depression, anger management, alcohol or drug dependencies, marital or relationship problems, and grief or bereavement.

How do I contact the EAP?

Magellan Health Services provides the EAP benefit. You may access their website at www.magellanhealth.com or you can call 800-523-5668. The EAP is available 24 hours a day, 7 days a week.

Will I be charged for using the EAP?

No. The EAP is a prepaid program offered by the District. If you need help beyond the scope of the EAP, your counselor may refer you to another resource. You will be responsible for any fees associated with your use of additional resources outside the EAP.

Is the EAP just for workplace problems?

No. You can use the EAP to help you deal with any number of concerns, big or small, whether or not they have a direct impact on your work environment.

Does the EAP provide legal services?

Yes. The initial consultation is free. Additional visits and services will be provided at discounted rates. Examples of legal issues include car accidents, estate planning, and family law such as divorce, child custody, and child support.

Can I call the EAP even if my concern is not a crisis?

Yes. The EAP is a life management tool, designed to help you sort through whatever is happening in your life. Call your EAP when you need a new perspective on things. Call when you need help identifying your options and making informed choices. EAP services are provided to help you live healthy and work well.