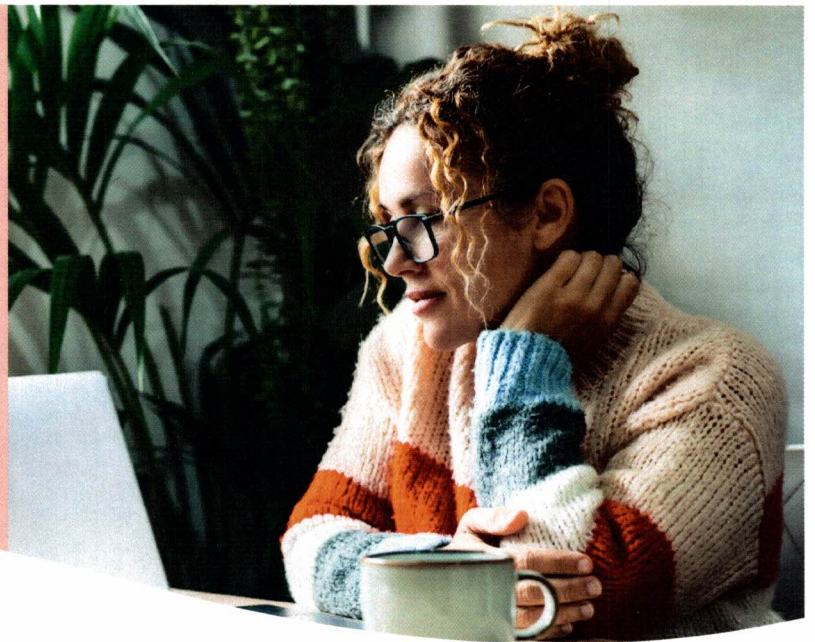


Online Resources available at **SentaraEAP.com**



Your employer values your well-being by offering Sentara Employee Assistance Program (EAP).

This free and confidential benefit for you and your household members includes access to a robust online resource at **SentaraEAP.com. Our newly-enhanced website makes resources available right at your fingertips.**

Sign in today to access–

- A more user-friendly, mobile-responsive experience
- More than 80 on-demand online courses
- FAQs about the services and products offered by Sentara EAP
- General information on a wide variety of behavioral health topics
- Personal and professional development and behavioral health articles created by the Sentara EAP clinical staff.
- An expansive library of articles, videos, and thousands of other resources
- Self-assessment tools to assess symptoms (i.e., depression, anger, substance use, etc.)

**Your organization's
SentaraEAP.com username:**

COUNTYOFPUKASKI



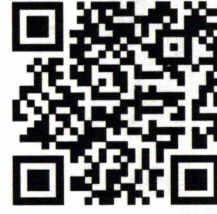
1-800-899-8174

SentaraEAP.com



Sentara EAP is administered by Sentara Behavioral Health Services, Inc.

Easy.
Confidential.
No cost.



A wide range of
resources are just a click
away at sentaraEAP.com
1-800-899-8174

Guidance and
support for
everyday life.



sentaraEAP.com
1-800-899-8174

Sentara EAP assists you with challenges you may be facing in your personal and professional life.

We are here to help you:

- improve relationships
- find tools to manage stress or anger
- explore child or eldercare resources
- cope with grief and loss
- manage conflict with a coworker or an employee
- make other positive changes in your life

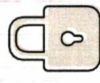
Easy

Call **1-800-899-8174** to schedule an in-person, telephonic, or virtual counseling appointment. You don't need to go through your manager or human resources department to access counseling services.



Confidential

Discussions with our clinicians are protected by strict privacy laws. Sentara EAP will not share any information without your consent or unless required by law.



No cost

Our services are covered by your employer, so there's no cost to you or your household members.



Q&As

What can I expect when I call Sentara EAP?

Our friendly team members will ask for basic information, such as your name and your employer. They will assist you with scheduling a counseling appointment or provide you with the right resources based on your needs. You can choose an in-person, telephonic, or HIPAA-compliant virtual counseling appointment.

How can EAP counseling help me?

When you feel overwhelmed or when your typical coping skills aren't working, our clinicians can provide you with a different perspective and offer suggestions or interventions you haven't considered. Our focus is on helping you manage your life in a healthy and productive way.

What happens at a counseling session?

You'll first complete some basic paperwork and a health questionnaire. Next, you'll meet with a clinician who will assess your situation and work with you to develop solutions. Counseling sessions typically last about 45 minutes.

What online resources do you offer?

Sign in anonymously to [sentaraEAP.com](https://www.sentaraEAP.com) to explore helpful tools on relationships, emotional well-being, work/life balance, and financial and legal concerns. You can also check out our training center for on-demand courses on topics for self-growth and professional development.



Sentara
Health Plans

Sentara EAP is administered by Sentara Behavioral Health Services, Inc.



Frequently Asked Questions

An Introduction to Sentara EAP



1. What is Sentara EAP?

Sentara EAP (Employee Assistance Program) is a resource to help you overcome life's challenges, solve personal concerns, 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 Sentara EAP services cost?

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

3. How can Sentara EAP help me?

Sentara 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 sentaraEAP.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.

6. I have always been able to solve my concerns 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 Sentara EAP – if and when you need it.

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

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

1-800-899-8174 | 757-363-6777
sentaraEAP.com

Frequently Asked Questions



8. Can Sentara EAP help someone in my family?

Sentara 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. Sentara EAP will not share any PHI, either in written or verbal form, unless you give prior consent.

There are a few instances where Sentara 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 Sentara 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 Sentara EAP. Ask your manager, Human Resources Department, or call the Sentara EAP office for more information on your organization's counseling benefit.

1-800-899-8174 | 757-363-6777
sentaraEAP.com

Frequently Asked Questions

Virtual Counseling



1. What is the Virtual Counseling Option?

Sentara EAP recognizes that it is not always possible or convenient to get to a face-to-face counseling appointment. Virtual Counseling makes use of a HIPAA compliant platform that allows for the counseling using a smartphone, tablet, or desktop computer.

2. How many counseling sessions do I get if I use the Virtual Counseling option?

The Virtual Counseling option provides the same number of sessions as you would receive if you were seeing a counselor in his or her office.

3. Will there be any co-payments or costs to me?

There is no cost to access EAP services.

4. My manager has told me I must attend EAP counseling sessions; can I use the Virtual Counseling option?

Yes, Virtual Counseling is available for formal or mandatory EAP referrals, as well as for individuals who are accessing EAP services on a voluntary basis.

5. How do I schedule a Virtual Counseling appointment?

You can make an appointment by calling Sentara EAP at **1-800-899-8174** from 8 a.m.–7 p.m. Monday through Thursday and 8 a.m.–5 p.m. on Fridays. An Intake Coordinator will confirm that you are eligible to use Virtual Counseling. The Coordinator will then schedule your appointment and will ask for your email information. Encrypted emails will be sent to you with instructions on how to complete your pre-appointment paperwork and how to access your counseling session.

6. Where should I be located when using my Virtual Counseling appointment?

You should arrange to be in a location that is free from distractions and ensures your personal privacy.

7. What if after my first session I decide that I do not want to continue with Virtual Counseling?

If either you or your counselor determine that you would be better served by another form of therapeutic services, you will be referred to a licensed mental health provider in your area. The number of EAP counseling sessions available will be determined by a review of your case records.

8. What happens if my Virtual Counseling session is interrupted due to a technical failure?

If a session is cut short by technical issues, a determination as to whether the session will count against the allotted number of sessions will be based upon the duration of the session.

9. Is my Virtual Counseling session confidential?

The Virtual Counseling platform is encrypted and meets HIPAA regulations for the protection of your Personal Health Information (PHI). Your counselor will maintain the same level of confidentiality as if he or she were seeing you in person.

It is your responsibility to make sure that the location in which you choose to conduct your Virtual Counseling session is private. If the counselor perceives that you are in an inappropriate location, they will ask you to reschedule your session and will work with you to determine an appropriate location.

10. Where do you provide Virtual Counseling sessions?

We provide Virtual Counseling services anywhere members are located.

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