



EMPLOYEE ASSISTANCE PROGRAM POLICIES AND PROCEDURES

EAP SERVICES-Through your EAP; we are pleased to offer you up to ___ visits at no cost to you. Our fees have been prepaid by your employer. No billing or other communication will be sent to your employer unless we receive your written consent. The EAP is intended for evaluation, consultation and short-term counseling. If your therapist determines that longer term therapy or psychological testing is needed, s/he will discuss with you your clinical options. Depending on your insurance coverage, those options might include additional sessions with your EAP provider, referral to another Matrix therapist, or referral to another provider altogether. Referrals will be based on the specific problem involved, geographic preference and your particular health plan.

CONFIDENTIALITY-No information you provide to your EAP will be disclosed to anyone without your signed authorization and consent, except in the following circumstances:

- Medical emergencies

- Reported or suspected physical or sexual abuse, and/or neglect of children

- Potential harm, danger, or threat of death to oneself or another person.

In these cases EAP may legally advise police and/or intended victims.

SUPERVISOR REFERRALS-If you have been referred to the EAP by your supervisor, you might be asked to sign a release allowing the therapist to communicate with that supervisor regarding the performance issues involved and your progress toward improving them. Although the EAP is a voluntary program, your continued employment could depend on correcting any deficiencies in your job performance.

NO SHOWS/CANCELLATIONS-When you make an appointment at one of our offices, our therapist sets aside that time specifically for you. If you fail to attend that session or cancel at the last minute, it is too late for him/her to schedule someone else into that time slot, taking time away from other people in need of help. Therefore, a no show or last minute cancellation without a valid excuse will be counted as one of your free EAP sessions. To avoid this situation, please try to give your therapist 24 hour notice if you cannot attend a scheduled session.

COMPLAINTS-If you have any complaints regarding your EAP therapist or are uncomfortable with the process in any way, please call us at **1-800-886-1171 (in Columbus, OH, 475-9500)**, and we will address the issue immediately.

I have read and understand the above Policies and Procedures for my Employee Assistance Program.

Signed

Date

Print Name