

**Services under the EAP include:**

**Counseling Services**

Referral to an EAP Network Provider  
Free Face-to-Face Assessment  
Free Solution-Focused Short-Term Therapy  
No Claims Filed Under Health Plan  
Crisis Counselors Available 24-7-365

**Legal Services**

No Cost Initial Consultation Up to 30 Minutes  
Up to 25% Discount from Hourly Rate  
Simple Wills  
Simple Document Review  
Simple Resolution Letters and/or Phone Calls

**Financial Counseling/Planning**

Credit Repair  
Identity Theft Plan  
Sample Legal Documents  
Domestic Violence/Family Health Library

**Work/Life and Wellness Resources\***

Child/Elder Care Referrals  
Adoption, Education/College Resources  
Pet Care  
Nutrition/Weight Loss  
Prenatal & Pregnancy  
Exercise/Fitness  
Smoking Cessation  
Library on Health Topics

\*Online at [www.4eap.com](http://www.4eap.com)

For questions regarding any of the services available under the EAP, please call and speak with one of our care coordinators.



**Interface EAP**

(713) 781-3364 Se Habla Español  
(800) 324-4327 (800) 324-2490

[www.4eap.com](http://www.4eap.com)

*It's all about employees;  
always has been, always will be.™*

**Interface EAP**

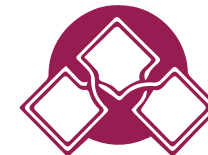
P.O. Box 421879

Houston, Texas 77242-1879

# Your Employee Assistance Program



*Provided by*



## Interface EAP

**FREE AND CONFIDENTIAL**

## FREE and CONFIDENTIAL EAP

Provided by your employer, the Employee Assistance Program (EAP) is a free and confidential benefit designed to help you and your family members successfully manage major life stressors and events by identifying options and making informed choices.

Issues commonly addressed through your EAP benefit include:

- ✦ **Family conflict** - divorce, custody, blended family, domestic violence issues
- ✦ **Grief** - accidents, illness, victim of crime, loss of a loved one
- ✦ **Changes at home, work, or school** - relocation, job stress, interpersonal problems, empty nest, aging parents
- ✦ **Personal growth** - interpersonal skills (relationship and/or communication) for work or family
- ✦ **Dependence or co-dependence issues** - alcohol, drugs, gambling

### Counseling Services

Interface EAP provides free and confidential counseling with experienced, licensed counselors. You can easily access a comprehensive network of providers with expertise in the following:

- ✦ Stress Management    ✦ Grief/Loss
- ✦ Depression/Anxiety    ✦ Work/Life Balance
- ✦ Marriage & Family    ✦ Substance Abuse
- ✦ Career Development    ✦ Relationships & Communications
- ✦ Anger Management    ✦ Child & Adolescent

The professionals who will assist you are not part of your organization. They are licensed counselors who understand the “everyday problems” that face individuals and families. They are able to provide support and guidance to individuals when they are faced with life’s unexpected challenges.

### Legal Services

Participants are able to access professional legal services through the EAP. Services under this benefit include a free 30-minute consultation with an attorney, document review, letter/phone call on your behalf, a free simple will, and up to a 25% discount off an attorney’s normal rate for additional services.

### Financial Services

Financial services with the EAP include a free initial consultation with a professional licensed Financial Planner and discounted fees for ongoing consultation. Financial counseling, debt consolidation, retirement planning, identity theft plan, and other referral services are also provided (excludes monetary assistance).

### Online Work/Life and Wellness Resources

Employees and family members are able to access unlimited self-help tools on work/life and wellness resources online. Access to resources for child care, elder care, pet care, school/college, personal health profiles, wellness lessons and webinars on topics such as stress, weight loss, smoking cessation, eating healthy and much more are available online. For more information, visit the participant website [www.4eap.com](http://www.4eap.com). Contact us at [info@ieap.com](mailto:info@ieap.com) to obtain your username and password.

**Your EAP is a completely  
FREE and CONFIDENTIAL  
source of assistance.**

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## Frequently Asked Questions

### How do I access my EAP benefit?

Call toll-free 800-324-4327 or log-on to [www.4eap.com](http://www.4eap.com) to submit a service request. Our experienced care coordinators will guide you through the process and help connect you with the services that will best fit your needs.

### Who can use the EAP?

EAP services are not only available for you, the employee, but also for your immediate, eligible family members.

### Is the EAP confidential?

Yes - The EAP is totally confidential. Interface will not share any information concerning your use of the EAP with anyone in your organization, other family members, or any other person or organization without your written permission or as required by law.

### Is there a charge for using the EAP?

No - Your employer has contracted for this service as a prepaid benefit for its employees. There is no cost to you or your eligible family members for EAP services. If you and your counselor determine additional help is needed beyond the scope of the EAP, we will work to minimize any cost to you.

### What is not paid as an EAP benefit?

Some situations may require specialized services that will not be covered under the free EAP benefit. Psychiatrists (MD’s), psychological testing, chronic or long-term treatment, court ordered assessment or treatment, and other specialized types of treatment may be beyond the scope of the EAP. If you are unsure, please ask a care coordinator. They will help you identify resources that ARE available through your free EAP benefit or community resources.