

# FAQs

frequently asked questions

## About Your EAP



www.HigherEdEAP.com | 800.252.4555



### ? WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP)?

Your EAP is a confidential counseling, assessment, coaching and referral program designed to help you deal with issues you face in your personal and work life. Just as health insurance addresses your physical well-being, your EAP addresses your emotional and mental well-being. It also helps you to manage work/life issues and achieve a healthy work/life balance. Your EAP is more than just a problem solving resource, it also helps you to grow personally and professionally and to be more productive and resilient in facing life's challenges and opportunities.

### ? WHO CAN USE THE EAP?

EAP services are available to both you and members of **your immediate family**.

### ? WHAT IS THE COST OF YOUR SERVICES?

This is a **free benefit** for you and your family, paid for by your employer.

### ? WILL MY EMPLOYER KNOW IF I USE YOUR SERVICES?

Your EAP is **totally confidential** and your employer won't even know that you are using our services.

### ? HOW DO I ACCESS EAP SERVICES?

Call toll-free 24 hours a day, 7 days a week: 800-252-4555 or login at [www.HigherEdEAP.com](http://www.HigherEdEAP.com) by clicking on "**Member Login**" button.

### TO ACCESS SELF-HELP TOOLS AND RESOURCES FOR MEMBERS

1. Go to [www.HigherEdEAP.com](http://www.HigherEdEAP.com) and click the Member Login button.
2. If you have already created a User Name and Password, simply enter that info in the appropriate boxes. **If you have not registered, complete steps (a) & (b).**
  - a) Click on **REGISTER**.
  - b) Fill out the Registration Form to create your own User Name and Password, then click **Register**. **You only need to register once.**

*Your EAP is here for you and your family members!*