



Employee Assistance Program FAQs



The Solutions Group

Making Great Companies Better Places to Work

From time to time, employees at all types of organizations face complex challenges that cause stress. Whether you are dealing with issues that are personal or work-related, The Solutions Group's Employee Assistance Program can help.

What is my Employee Assistance Program (EAP) Benefit?

Your employer has purchased The Solutions Group EAP to support you and your family by offering free, confidential counseling services. Our licensed, professional counselors are available to help you address personal problems that might adversely affect your job performance, health and well-being.

What types of issues can you help with?

- Alcohol and Drug Addiction
- Conflict Resolution
- Dependent Care/Elder Care
- Depression and Anxiety
- Gambling Addiction
- Grief and Loss
- Marital and other relationship issues
- Parenting and family challenges
- Stress
- Workplace Issues

How many sessions do I have with a counselor?

The number of counseling sessions depends on your employer's contract with the EAP and level of care you may need.

EAP follows a 3-Step process in supporting clients.

- 1) assess your level of care needs within the first 3 sessions
- 2) provide brief solution-focused counseling, if appropriate within your EAP benefit
- 3) refer if assessment indicates service needs beyond scope of EAP

What if my issue requires longer-term counseling?

If assistance is needed for an issue requiring longer-term counseling outside the scope of the EAP, we will provide you with a referral to your medical plan or to local community resources.

What does EAP counseling cost?

Your employer has pre-paid for this benefit, so it is free to you and your immediate family members.

Can my family members use the EAP?

Yes. Any member of your household – your spouse, children, parents or members of your immediate family living with you – has access to the EAP.

Who are the EAP Counselors?

All our counselors are licensed, certified behavioral health professionals with masters level education and training. They are experts in helping people resolve issues that can affect their personal

health and well-being as well as that of their family members. For more information about our counselors, please visit www.solutionsbiz.com.

Are these services confidential?

All EAP services are completely confidential. Your written permission is required to authorize the release of your personal information. The only exceptions are if your situation poses the risk of danger to yourself, to others, a child or elder, or involves a court order.

Is this benefit available to me after I leave the company?

Permanent full-time employees and your family members may access the EAP for six months following termination. If initial access takes place during this six-month period, you and/or your family member will have an additional six months after the first visit to complete all sessions.

What if my experience with The Solutions Group is unsatisfactory?

We pride ourselves on paying close attention to the needs of both employees and their employers. If you have an unsatisfactory experience with our organization, please contact us directly at 505.254.3555. We will immediately investigate and rectify the situation.

How do I access the EAP?

Call 505.254.3555 OR 1.866.254.3555 to schedule an appointment or video visit.

Video Visits offer a confidential, secure and effective way to receive counseling services through your computer or smartphone.

Office hours are 8:00 a.m. – 5:00 p.m. Monday through Friday, with evening appointments available until 7:00 p.m. on Tuesdays. Saturday appointments are available upon request. Emergency access is available 24/7/365. We have offices in Albuquerque and at various locations throughout the state.

Visit www.solutionsbiz.com for more information.