

We can help you with these issues:

- Alcohol & Drug Addiction
- Conflict Resolution
- Dependent Care/Elder Care
- Depression & Anxiety
- Financial Strain
- Gambling Addiction
- Grief and Loss
- Marital/Other Relationship Issues
- Parenting & Family Challenges
- Stress
- Workplace Issues

From time to time, employees in 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 (EAP) can help.

What is my EAP benefit?

Your employer has purchased The Solutions Group EAP to support you and your household members 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.

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

Office Hours are 8:00 am – 5:00 pm, Monday through Friday, with evening appointments available until 7:00 pm on Tuesdays.

To access the EAP:

Call **505.254.3555** or **866.254.3555** to schedule an appointment

Telephone Crisis Access: is available 24/7/365.

Website:
www.solutionsbiz.com

How many sessions do I have with a counselor?

The number of sessions depends on your employer's EAP contract 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 our assessment indicates service needs are beyond the EAP scope.

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 services.

What does EAP counseling cost?

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

Can my household members use the EAP?

Yes, any member of your household and eligible dependents have access to the EAP.

Who are the EAP counselors?

All our counselors are licensed, certified behavioral health professionals with master's level education and training. They are experts in helping people resolve issues that can affect their personal health & well-being, as well as of their household members. For more information about our counselors, 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?

You and your household members may access the EAP for six months following termination. If initial access takes place during this six-month period, you and/or your household 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, please contact us directly at 505.254.3555. We will immediately investigate and rectify the situation.