



How to use the EAP

In-the-moment support: When a member needs urgent support, they can call **1-800-848-9392** and speak with a clinician to receive in-the-moment counseling 24/7/365.

Counseling services: If the member is seeking counseling services, they simply contact the EAP by calling **1-800-848-9392** and request counseling services for their issue. The EAP will provide them with a list of providers based on the discussion and their preferences. The member can request specific criteria for the provider they are seeking including gender, race, religious affiliation, etc. This list may be provided over the phone or emailed to the member. The member will call the providers, select one and make the appointment.

After the provider is selected, the member will need to receive the authorization.

- If the member had the list emailed to them, they can simply click on the link in the email to receive the authorization and the EAP will send an acknowledgement email to the member.
- If the member received the names over the phone, the member must call the EAP back, give the provider's name and the date of the first appointment to receive the authorization. The authorizations are good for 120 days.

- If the member does not receive authorization and attends the scheduled appointment, the member may be charged for the session.
- If the member ever receives an invoice for payment directly from the provider, the member should contact the EAP immediately to resolve the situation.

Members can visit resourcesforliving.com

(username: **pcsb** | password: **eap**) to access additional resources to help with well-being, work/life balance, parenting and more.

Provider placement

If any member is having difficulty finding an appointment, they can contact the EAP and the Placement Team will call in-network providers to find first availability. The Placement Team cannot schedule the appointment. The member must then contact the provider directly to schedule the appointment. Remember, appointments can fill up quickly, so be sure to schedule an appointment as soon as possible once the Placement Team calls with the provider's information.

The member is responsible for notifying RFL of the name of the provider and date of the appointment so an authorization can be created. If the member does not receive authorization and attends the scheduled appointment, the member may be charged for the session.

CVS HealthHUB

In addition to traditional health services, CVS® is offering EAP support at select locations. The EAP may encourage members to use CVS HealthHub™ or Minute Clinic® for faster appointments. The CVS HealthHUBs partner with licensed clinicians to offer EAP counseling sessions primarily via televideo. Members will contact the EAP to obtain authorization before beginning sessions through the CVS HealthHUBs.

For more information, members can call the EAP at **1-800-848-9392**.

Counseling services are available for members, everyone living in their household whether or not they're related, and adult children up to age 26 who live away from home.

Talkspace: chat therapy

Through the EAP, members have access to therapy through Talkspace. There are two options for therapy: members can schedule a televideo appointment or engage in chat therapy as a way to utilize their free EAP counseling sessions. With chat therapy, members communicate with a licensed therapist via text, audio or video messages through their internet-connected device. Members can send messages 24/7. Their therapist will respond once a day up to five days a week.

Talkspace is subject to the EAP benefit of up to eight sessions per issue.

- One week of Talkspace chat therapy is equal to one EAP session.
- One televideo appointment is equal to one session.

Members can continue using Talkspace after eight sessions for a fee. Talkspace is available to members age 13 and older.

To get started, go to resourcesforliving.com (username: **pcsb** | password: **eap**) and select Talkspace Online Therapy under View your services, review the information and click on Get started with for Talkspace. The EAP authorization is automatic with registration.

- **Fast facts about Talkspace: chat therapy**

Well-being coach

Well-being coaching can help you work toward just about any goal. It's all about you and what you want to achieve. You'll start with a 30-minute goal-setting session. You and your coach will create specific and attainable goals for you to work toward. You'll decide together how often to meet; weekly, biweekly or even monthly for a 15-minute check-in by phone.

Additional resources

Visit the [Emotional & Mental Health Resource](#) page to learn more about additional resources and benefits employees can utilize.

1-800-848-9392 / TTY: 711

resourcesforliving.com

Username: pcsb

Access code: eap



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