

Snippet Series: How to access your Employee Assistance program (EAP)

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Hi, it's Jana Dalton here for another SCHOOLCARE snippet.

This time today, we are going to talk a little bit about the EAP. You may have heard about different ways where we can access the EAP to find providers that can offer you counseling. There is an opportunity for you to access the Employee Assistance Program right from the comfort of your own home, confidentially, without your employers having to know and without having to share that information with others.

I'm going to walk you through two different websites. One I'm going to start with "schoolcare.org" and then I'm going to go to "cigna.com," and show you different ways that you can access them there so bear with me as I begin to share my screen with you and show you what I'm looking at. I'm going to actually start here at "schoolcare.org."

Hopefully you've visited our site here before. If you notice right here at the top, there's a menu item that references your EAP. Talks a little bit about the program itself and then you can look right here on the left and it references Employee Tools. So, it talks a little bit about the different things that you can get information about and you can talk about Elder Care, Emotional Health, Financial questions, Job and Career, Substance Use and then if you keep scrolling down, you can see that there's an 800 number where you can call anytime, any day, as a reminder that it's available 24 hours a day seven days a week. Your employer ID would be "SchoolCare" if you do reach out and call them.

Reminder that you have access to one to three sessions per issue for finding an In-Network provider who can help with counseling and then again video sessions are also an opportunity. There are monthly EAP seminars, Cigna Behavioral Awareness series; lots and lots of different topics that would be helpful, and then finally Cigna Total Behavioral Health, another program here. Again you just click right here, there are active buttons within our website to bring you right to those sites and to show you how to get that information.

So, I'm actually going to go to Cigna.com. I'm going to go ahead and log in here, so right from Cigna.com. If you linger over coverage here, you can see there's an "Employee Assistance Program" option right under "Coverage" and "Employee Assistance Program." Scroll down below to show you some of the topics: Emotional Health and Family Support. Have an opportunity to chat with them, schedule a call with an EAP consultant, visit with an EAP counselor. There are Home Life Referrals, requests for help with child care and elder care. Lots of topics: Financial and Legal Assistance, so calls with a financial consultation on debt, budget, identity theft, retirement and get a no cost half hour per legal issue with a network attorney and then Job and Career Support, so lots of information here too. You can schedule a call with an EAP consultant, visit with a counselor, or see Work/Life Resources. Reminder too that not only is this available for you, but this is available to anyone that lives within your household.

This is “Behavioral Health Resources” down below, there's other information about managing your stress level, disaster resources and a couple of tools that Cigna offers to help us. This one's called “Happify” to help us overcome negative thoughts and stress. And “iPrevail,” another opportunity for getting help and overcoming anxiety depression eating disorders and a lot of different support there as well. So, there's a lot of opportunities right here at your fingertips. I'll just click on “See Work/Life Balance” real fast but again just to give you an idea of what sort of opportunities there are.

This again, obviously information about Covid-19 but if you scroll on down there's more information: Online Seminars, Locating a provider, News available for You; a lot of information. Okay, so if you are again at home and you're finding that you need some help and you need some support, and you haven't really checked out the Employee Assistance Program yet, that it's pretty easy to be able to do that. Again, our schoolcare.org website or if you're in myCigna, under your Coverage information you can get access to it there, in a lot of different ways. So, whatever it is that you might need some assistance with, in whatever format that you're comfortable with getting that assistance. Please just remember that it's there and that we know again we want to be able to offer support.

So, please don't hesitate to reach out and certainly take advantage of those resources. I hope you're all doing well and thank you for joining me today for today's SchoolCare Snippet.

Take good care, please. Bye.