EAP telephone consultation

Real support for real life

When you feel stuck, or overwhelmed, or don't know where to turn, a phone call with an Employee Assistance Program (EAP) telephone consultant can be a good place to start.

EAP consultants are licensed mental health clinicians available 24/7 to talk through life challenges and help with problem solving.

"My girlfriend Just left me. I feel so lost."

"I'm so buried at work. I'm worried about being fired."

"I think my son might be using drugs. Should I confront him?

Common issues addressed in a telephone consultation include: everyday stress, work, mental health and well-being, substance use, relationships and family, grief and loss.

A phone call with an EAP consultant can help you set a plan in motion to manage your stressors and resolve your concerns. The consultant can help you with coping strategies and tools, recommendations, resources, and referrals if needed.

To get started, you can call your EAP toll-free number: 1.888.371.1125 or go to your EAP coverage page on myCigna.com and select "Schedule a call with an EAP consultant" to get started.

Examples of issues that may require additional support:

- Life events, such as divorce, death, serious illness, a child moving back home, financial challenges, or caregiving issues
- Domestic violence
- Coping with a traumatic event
- Barriers to care, such as transportation issues, unable to schedule appointments, caregiving, or work schedule conflicts
- Signs/symptoms of depression, anxiety, or other mental health conditions
- Work/life balance concerns
- Patterns of behavior that indicate poor coping skills

As part of the EAP benefit, a phone consult is...

- Available at no cost to the customer
- Available 24/7
- Available to employees and household members
- Confidential

A phone consult can offer...

- Education, problem solving
- Identification of resources
- Referrals to EAP face-to-face (or virtual) sessions and behavioral support
- Opportunity to explore treatment options
- Collaborative planning for next steps
- Connection to home life referrals, such as elder care, child care, and caregiver support
- Access to legal and financial services

Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.

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