

Q&A – April 2020

Recently we've had a LOT of questions about the EAP and how to use it during the COVID-19 pandemic. Rest assured, we are still **open** and available 24/7/365!

Q: Can I use my EAP sessions for “tele-counseling” (online or via telephone)?

A: Absolutely!! Simply call 1-800-543-5080, email info@mseap.com, or complete the online form at our website, www.mseap.com/get-started, to send us your basic information and begin the process. We'll discuss your options.

Q: Will we have any problems if we try to call in?

A: Mazzitti & Sullivan EAP Services call volume is manageable for our staff, so you should have no difficulties in getting through 24/7. You can also complete the online referral form as well at www.mseap.com/get-started if you prefer.

Q: How do I access online resources on COVID-19?

A: For articles, webinars, and information on the COVID-19 pandemic, please visit: <https://mseap.personaladvantage.com/portal/subject/10119156>. You may log in using the Access Code for your organization (let us know if you need it – it's typically an easily-remembered abbreviation for your employer!).

Q: What if I'm laid off? Am I still eligible for the EAP?

A: Yes! Your EAP extends for 90 days, regardless of whether or not you have health insurance coverage. You and your eligible household members can still use the services.

Q: How will I know if my employer is still open and what they are doing about the pandemic?

A: You will need to check with your HR department or direct supervisor. The EAP can give you their contact information if you need it, but we are unable to confirm your employment arrangements or your employer's COVID-19 procedures.

Q: What other services do you provide, besides counseling?

A: We offer a variety of financial resources, legal resources, and community resources. If you're struggling in any area, please contact us and we'll do what we can to direct you!