

MIIA Employee Assistance Program

Frequently Asked Questions

What is the MIIA EAP?

We are a confidential counseling and referral service providing professional help for problems large and small. All employees and members of their household are entitled to call for services 24 hours a day. Our caring staff consists of licensed professional counselors with a wide range of experience.

Call our national toll-free number. A counselor will be available to talk to you about your concerns, and together you will determine what your next steps will be.

What if I want to see someone in person?

For face-to-face counseling, we refer you to a suitable counselor close to where you live or work. We have an extensive referral network of counselors throughout the U.S., who typically have a private practice or work in a variety of agencies or clinics.

What kinds of problems do people call about?

The kind that affect your work and family life. Some examples include: couples / family issues, parent / child issues, elder care, financial or legal concerns, loss and grief, and physical or emotional illnesses.

Call for **professional issues**: conflicts between co-workers, work place safety, trauma, and difficulties in supervision / management. Our counselors can help you deal with a difficult employee, build stronger teams, and improve communication.

Is it really confidential?

YES! The information you give to your counselor is confidential. The EAP will not release information to anyone, including your employer or family member, without your written consent. Some information, however, cannot remain confidential: when individuals express intention to harm themselves or others, the counselor may be required to break confidentiality to assure the health and safety of all concerned. Counselors are mandated by law to report to the appropriate state authorities information documenting child or elder abuse or neglect, or if there is an order by the court.

What does it cost?

There is no charge to employees or household members for unlimited telephone counseling and **6 sessions of face-to-face counseling** per issue. If long-term counseling is needed, we will find a counselor that accepts your health insurance.



800.451.1834



How long will it take to get an appointment?

When you call between the hours of 8:30a.m. and 5:00p.m. Monday through Friday, our counselors will do an initial assessment with you. If they determine that you need to see someone in-person, they will find you a private practice provider within 3 business days.

What if I have an urgent issue?

In case of emergency, we can be reached by phone 24 hours a day, 7 days a week.

How many times can I use the benefit?

For face-to-face counseling, the benefit may be utilized on a “per issue” basis. You will have 6 sessions of face-to-face counseling available for that issue. When a new issue arises, you may call us again.

What is the legal benefit?

Employees and household members receive one free 30-minute office or telephone consultation per legal matter, excluding job-related legal issues. Employees also receive a 25% discount for additional services provided by a network attorney. Typical matters include divorce and child custody; car accidents; contractual and consumer disputes; real estate and landlord/tenant issues; and insurance disputes.

What is the financial benefit?

Employees and household members receive one free telephone consultation per financial issue. Typical financial issues include credit card debt; financial planning; retirement consultation; college planning; and tax advice.

I am a manager with an employee who could use your help. What do I do?

You can make a referral to the EAP. There are two types of referrals available to you.

The first is an **informal referral**. It is intended to be a strong recommendation for the employee to use the EAP for supportive purposes. It is a way for you to reach out to an employee who may need help, but whose job is not yet being affected by the issue. Ultimately you are leaving the decision to call the EAP up to the employee.

The second type of referral is a **formal referral**. In this type of referral, there is an expectation that the employee **will** contact the EAP and seek services to address specific issues that you have discussed with him/her. When he/she calls the EAP, we will ask for his/her permission to report their compliance with treatment recommendations back to you, the supervisor. Specific details of the treatment or any mental health content **will not** be disclosed to you or your employer. All of our counselors are well versed in this procedure, and can assist you through the process.