

How to Use Your EAP: Your Member Experience

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In our [January monthly article](#) we did an in-depth overview of your EAP counseling benefit. Now, we will explore some of the other resources available to you, what the experience is like when you call in and answer some commonly asked questions.

Phone-based Resources

Your EAP benefit is available to you and your family members 24 hours a day, 7 days a week. Many of your EAP benefits are best accessed by picking up the phone and calling our dedicated number—**800.383.1908**.



What's the experience like when you call in?

Whenever you call, you will always find a live person on the other end of the line. During normal business hours, our Solution Coordinators are available to assist callers in scheduling face-to-face counseling or [Nurse and Educator Peer Coaching](#) sessions. In addition to our Solution Coordinators, we also have staff available to assist with taking messages, connecting you with in-the-moment counseling or your legal and financial resources.

If you are a manager or supervisor, you have access to unlimited telephonic management consultations with a dedicated VITAL WorkLife consultant. Anytime we are unable to connect you with the resources that you are looking for we will reach out to you within one business day to follow up on your request.

Online Resources

Beyond accessing your phone-based resources, numerous self-guided resources are also available to you through your [Member Website](#). Using your organization-based login, you or your family members can access articles, seminars, eLearning opportunities and legal/financial document templates covering a wide range of topics. You can search by keywords for the resources you are looking for or browse by category. The member website also provides you with an overview of your benefits.

An often-overlooked benefit available through your Member Site is the “**Saving Center**.” The Saving Center provides information on how to access the Workplace Perks Program that provides different savings opportunities from a variety of online retailers. Whether you're looking to travel, shopping for a new car or need to buy a new laptop, you may find discounted prices and/or earn points towards future purchases that could save you money through the same websites where you already shop.

Commonly Asked Questions

Below we answer some of the most frequently asked questions we get from our members. If you have any other questions, you can always call us at **800.383.1908** and we would be happy to answer them for you.

What is the best way to access my legal/financial resources?

Your legal and financial benefits are both available to you over the phone and through your online resources.

- **Legal:** When you call us at 800.383.1908 for a legal question, you will be connected to our Legal Resource Network who will provide a free 30-minute consultation. They will address your legal concern and can also connect you with a local lawyer in the network at a discounted rate if requested.
- **Financial:** When calling for your financial benefit we can connect you with a financial consultant as often as you need. If additional preparation or more specialized support is needed, a financial consultant can assist you with a referral to a more appropriate resource.

Through the [Member Site](#) you have access to numerous forms and calculators to support your financial and legal needs. Some of these include budget calculators, a simple will, promissory notes and bills of sale.

What happens if it's the middle of the night and I need to talk to someone?

At any time of the day or night, you always have access to in the moment counseling support from a master's level counselor. You can also leave a message for VITAL WorkLife staff who will reach out to you during regular business hours.

Many of our phone-based resources are limited to normal business hours, including scheduling face-to-face counseling or peer coaching sessions, or connecting you with a financial or legal consultant. We will follow up with you within one business day for these requests made outside of regular business hours.

How can family members use my EAP benefit?

All family members of an employee have access to the same benefits as the employee. For example, your cousin in California can use your EAP benefit, or your uncle who lives in New York. In addition, if a family member accesses an EAP benefit, this does not impact the benefits available to the employee.

When accessing phone-based resources, family members only need to provide the name of the organization/employer providing the benefit and their relationship to the employee. Unless there is a safety concern or written consent has been provided, employees and employers will not be informed when a family member accesses their EAP benefit. Family members can also access the [member website](#) with the same company-based login provided to the employee.

How do referrals work with children?

Parents or legal guardians can refer children if they are under the age of 18. Depending on state laws and comfort level of the counselor, the age at which children can engage in counseling without parental consent may be under the age of 18. For confidentiality reasons, children over the age of 18 must contact VITAL WorkLife themselves or be made present when the call is made to refer for face-to-face counseling.

We Can Help

To be connected with the resources available through your EAP, contact us by phone at **800.383.1908**, or through your [Member Website](#) using your organization-based login.