

EAP sessions

For many people, a few sessions may be sufficient to identify and resolve a problem. For others, alternative services may be appropriate. WellSpan Employee Assistance Program can provide service or make individualized referrals to community resources that have been screened for quality of care and reasonable cost schedules.

Make an appointment

Appointments are required. Please call 1-800-673-2514. Our staff will refer you to a WellSpan EAP provider in your area.

When you call

You will be asked to provide the following information:

- name, address and phone number
- description of your problem/issue
- name of employer providing this benefit
- health insurance information (needed in the event that you continue beyond WellSpan Employee Assistance Program sessions)

Office hours

Office hours vary by provider and location. Many providers offer evening hours during the week. Your provider will work with you to find an appointment time that meets your needs. Emergency Services are available 24 hours a day, seven days a week.

Individuals in crisis can call our crisis intervention hotline toll free at 1-800-673-2496 to speak directly with a crisis counselor. If calling crisis intervention, please inform the crisis intervention staff of your location.



If you have any feedback or questions regarding the EAP or you experience any customer service issues, we want to hear from you! Please call our customer service team (800) 673-2514, Monday through Friday, 7:30 a.m. to 4 p.m. (EST).

Visit us on the web at WellSpanEAP.org.

Employee Assistance Program

Depression, Family Challenges,
Stress, Anxiety, Self Esteem, Alcohol/Drugs,
Relationship Issues, Grief & Loss,
Other Personal Issues



WellSpanEAP.org



Life is full of challenges and we are here to help you.

Relationships, family problems and personal problems can affect us all. Usually, we are able to work them out ourselves and get back to our daily routines. Sometimes, despite our best efforts, problems become too much for us to handle and affect our personal lives, performance at work and even our health. For these times, WellSpan Employee Assistance Program provides confidential counseling services to help you and your family manage the problem.

WellSpan Employee Assistance Program

The program is a professional, confidential service that helps employees and their immediate family members identify and resolve personal problems that may be affecting them either at work or in their personal lives.

Why people come to see us

- Depression
- Marital/relationship conflict
- Family/child issues
- Stress
- Alcohol and drug use
- Anxiety
- Self-esteem
- Work and career
- Sexual and physical abuse
- Conflict with others
- Critical incident stress
- Grief and loss
- Health
- Managing change
- Addictions
- Life Transitions

We can help

- When day-to-day issues begin to affect your happiness and well-being
- When the problem consumes all of your thoughts and energy
- When the problem disturbs your sleep and appetite
- When your friends say you need help
- When it's hard to focus on your job
- When you know you have a problem but don't know where to get help

Confidentiality

WellSpan Employee Assistance Program strictly adheres to federal, state and professional laws and ethics. Information shared with the WellSpan Employee Assistance Program staff will not be communicated to your employer or family members without your written request or otherwise as required by law.

Services

WellSpan Employee Assistance Program provides counseling services and training programs to anyone in need. Although the majority of individuals who use our services receive this benefit through their employer, anyone is welcome to use our services.

Cost

There is no cost to you as an employee or dependent family member for the initial evaluation sessions. This fee has been pre-paid by your employer. However, there may be charges if you are referred for further counseling or treatment. These charges are your responsibility but may be partly covered by your medical plan.

Diverse staff

WellSpan Employee Assistance Program has a diverse staff of licensed therapists, certified counselors and human resources professionals who provide contemporary solutions to the everchanging workplace, family and community environments.