



EAP Counseling: What to Expect

The EAP is a short-term solution to help you navigate a variety of life's challenges. EAP services are confidential and FREE to you, your dependents, and all household members.

Virtual or In-Person Counseling

- Access short-term counseling via phone, or in-person counseling sessions.
- When you call Uprise Health a real person answers the phone. You will be asked to provide your employer's name and basic contact information in case a call back is needed.
- You will be asked about your needs and preferences for counseling and be matched with a short list of counselors that are available virtually or near your home or work.
- You can call to make your own appointment, or ask for help. If you call a counselor that is on the list and they don't call you back, please contact the EAP and let us know so that we can provide you with an additional list of counselors.
- Typical calls take 5 to 10 minutes. Depending on your issue, you may be asked for more information. This is normal and helps to ensure you get the appropriate level of care.
- If you are in crisis, you will be connected with a counselor during the call for immediate help.

24-Hour Crisis Support

- If you call during business hours (6 a.m. to 5 p.m.PT), the Uprise Health care team will immediately connect you with a clinician
- After hours or weekend calls are always answered directly by behavioral health professionals. You will not have to leave a message.
- During a crisis call, the counselor will work with you to stabilize your situation or arrange for immediate support.
- Actions during the call may include ensuring that you have immediate supports available, contacting emergency services, or planning to schedule local counseling.
- You can call for crisis support whenever needed, 24/365.

Tips to Help You With Your First Session

- Make notes about the problem you are having, how it's affecting you, what you would like to be different.
- Once the counselor understands your overall situation, they will work with you to develop a plan of action.
- If for some reason you aren't comfortable with your counselor after the first session, please call the EAP to change counselors.

We are here for you and your family.

Call Uprise Health: 800-395-1616
uprisehealth.com/members

*Ask your employer for the access code to login or call us for assistance.