

TriHealth EAP®

Frequently Asked Questions about TriHealth EAP



1. Is TriHealth EAP confidential?

Confidentiality of individuals coming to TriHealth EAP is very important to us. We cannot tell anyone you have contacted us or are using EAP services without your permission, per the law. This includes your employer.

2. Is TriHealth EAP billed to insurance?

No. TriHealth EAP is a pre-paid benefit purchased by your employer that is separate from your insurance.

3. Why would my family or I use TriHealth EAP?

TriHealth EAP is for employees, spouses/partners and dependent children who are having a difficult time coping in their lives. You may need help with grief over the loss of a loved one; your kids may be struggling in school; you may have just been promoted to a new job; or a spouse may be dealing with anxiety or depression. The EAP is equipped to help you and your family with many of life's problems.

4. Does TriHealth EAP only help me with work issues?

Work issues are just one type of challenge we can help with. We also want to assist you or a member of your family with life problems. In fact, most of our clients come to us for support with family and daily living challenges.

5. Do I have to be referred to go to counseling?

Our clients do not need a referral to utilize the EAP services. Ninety-nine percent of the people accessing TriHealth EAP come voluntarily and request an appointment for themselves or their family member.

6. Does TriHealth EAP offer telehealth visits?

Yes. TriHealth EAP offers telehealth as well as in-person visits to make our services convenient and accessible.

7. Is counseling expensive?

TriHealth EAP services are an employee benefit that provides short-term counseling. There is no cost to you and your family members who use the program. If you and your counselor decide additional services are required beyond short-term counseling, then you will be referred to your insurance benefit or other community resource. You are responsible for paying for services beyond your EAP benefit.

8. Can I continue to see my counselor after I have exhausted my EAP sessions?

Maybe. If you see an EAP provider who is also covered by your insurance or you want to pay them privately, you MAY be able to continue to see them.

9. Does TriHealth EAP offer psychiatric or medication services?

No. TriHealth EAP is meant for daily living issues that counseling can address. If you need psychiatric medication services, you will need to contact your Primary Care Physician, a psychiatrist, or other medication prescriber through your insurance benefit.

10. Does TriHealth EAP offer psychological testing for ADHD or other issues?

No. TriHealth EAP does not provide psychological testing. If you or a family member require that service, you will need to find a psychologist through your insurance benefit.

11. Does TriHealth EAP offer Substance Abuse Treatment?

No. TriHealth EAP does not provide addiction treatment (Detox, Inpatient, Intensive Outpatient, etc.). If this type of treatment is needed, you will need to find a treatment provider through your insurance benefit.

12. Does TriHealth EAP offer services for First Responders?

Yes. TriHealth EAP has counselors and social workers who work specifically with First Responders and their families.

13. Why would my supervisor refer me to TriHealth EAP?

If your supervisor refers you to the EAP, it means they want to help you. Your supervisor has expressed concern over your job performance and cares enough to get you the support you may need to maintain your job. TriHealth EAP is designed to assist with challenges in the workplace and in your life so you can be successful.

