



Behavioral Health Services

Frequently Asked Questions (FAQs)

Will my job be jeopardized if I use the Employee Assistance Program (EAP) at CSC HOHS Behavioral Health Services (BHS)?

Job security is not typically jeopardized as a consequence of seeking or using EAP services. Clients will not be denied or deprived of employment or promotion opportunities solely on the grounds of prior alcohol, drug, or behavioral issues or because of contact with the EAP. However, if the EAP counselor determines there are current behaviors, such as danger to self or others, illicit drug use, and/or excessive alcohol use, the counselor may determine the employee is not fit for duty.

Can I use the Employee Assistance Program (EAP) on company time?

This is contractor-specific. Check with your human resources department or your manager regarding your company's policy.

Will my manager know if I use the Employee Assistance Program (EAP)?

Sessions are voluntary and confidential. Information about your EAP visit will not be shared with your employer, unless you specifically authorize it in writing.

Does CSC HOHS Behavioral Health Services (BHS) communicate anything back to management about my sessions?

Information can only be shared with your written approval. However, state law requires that the information may be released without your permission if there is a danger to self or others as

evaluated by the counselor. You will have an opportunity to read about your rights in our informed consent brochure before you speak to the counselor.

Whom does CSC HOHS notify regarding Employee Assistance Program (EAP) appointment dates and times?

Unlike other CSC HOHS appointments, EAP appointments are voluntary and confidential. Unless you sign a written authorization, the BHS staff cannot share information about you or whether or not you have an appointment with us. We will only be able to give the appointment date and time directly to you or someone you specifically designate.

How many Employee Assistance Program (EAP) visits can I have?

Eligible employees receive up to eight visits per issue per year.

What if I am late to an Employee Assistance Program (EAP) appointment?

Depending on when you arrive, either we will attempt to see you for a shortened session or we will reschedule you for another time when we can better serve you by giving you the full attention you deserve.

Is there a no-show or late cancellation charge if I miss an Employee Assistance Program (EAP) appointment or cancel it with less than 24 hours of notice?

Yes. While this service is free to the employee, CSC HOHS will bill your employer for any missed or

late-canceled appointments. For patient privacy, your name will not appear on any invoices related to voluntary EAP visits. In addition, the missed or late-canceled appointment will count as one of your eight available sessions.

Are my family members allowed to access the Employee Assistance Program (EAP) at CSC HOHS?

Yes. Services are provided for DOE-affiliated employers and employees. Services are also provided to adult family members who reside with or are dependents of the employee.