

**Carolinas HealthCare System
Employee Assistance Program
“Quick Facts”**

What is the Employee Assistance Program?

Carolinas HealthCare System EAP (CHS EAP) provides confidential help to employees and members of their immediate families for a variety of issues including marital conflicts, financial problems, job stress, emotional difficulties, alcohol and/or drug problems, legal concerns and parenting issues. The EAP helps you get fast, practical help before personal problems become work problems.

What will EAP services cost me?

As an employee or household member of an employee you are eligible to receive up to six sessions with an EAP counselor per year for free. Any services received at the EAP are paid for by your employer. If extensive counseling is recommended, the cost of services outside CHS EAP will become your responsibility, however we will consider your ability to pay and your needs before making a referral. Your EAP Counselor will help you understand what is covered by your insurer.

Will my employer know I used EAP?

Your decision to use EAP is voluntary and confidential. CHS EAP Counselors adhere to strict legal guidelines regarding disclosure of program participation. The content of your discussions remains between you and your EAP Counselor.

How do I contact CHS EAP?

Whatever the problem, if you need help call the Employee Assistance Program at 704-355-5021 or 1-800-384-1097. We will schedule an appointment at a time and location that is most convenient for you. We are available for appointments Monday through Friday with extended hours Monday through Thursday and we will strive to accommodate any work schedule.



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