

Employee Assistance Program

Balancing all of the demands in our lives can be difficult and, from time to time, everyone needs an objective viewpoint or a professional perspective to resolve a personal problem. That is when this program can help. The primary goal of this program is to help employees resolve personal problems before they impact their jobs or their lives. This valuable resource for support and information is part of a program which is prepaid by your employer.

The Employee Assistance Program provides professional, confidential services to full-time state employees and eligible dependents. Employees and their family members may seek counseling and referral services to help deal with stress, grief, marital problems, family and child rearing issues, elder care, chemical dependency, and emotional difficulties. The short-term counseling (up to six sessions) and referral services are provided by EAP counselors at no cost to the employee. If an issue cannot be resolved in six sessions, counseling can continue with your health insurance benefits.

Most employees and their family members will access the program on their own. This is called a self-referral. When employees contact the program directly, supervisors or managers are not aware of the call and are not involved in the counseling process. If you have a counseling session during work hours, you can use your sick leave in the same way you would if you were seeing your family physician. Evening hours are also available.

You can receive financial and legal consultations. This is a 30-minute consultation by phone to have your questions answered by an accountant or attorney. If your problem cannot be resolved in that length of time and you choose to retain that accountant or attorney, there is a 25% discount offered for using that EAP provider. You are eligible for a 30-minute consultation for each problem with no cost to you. If you make an appointment with an accountant or attorney during work hours, you would use your annual leave for this time off.

Magellan Health Services, the present contracted EAP vendor is available at 1-800-308-4934 to schedule off-site appointments.

Visit the EAP website at www.state.tn.us/finance/ins/eap for additional information regarding free services provided by the Employee Assistance Program.