

To contact Optum for EAP services, call **1-866-248-4096**

Frequently Asked Questions

What is EAP?

EAP stands for Employee Assistance Program. It is an employer-sponsored benefit that provides you and members of your household no-cost support and resources for life's everyday challenges. Whether you need in the moment emotional support, short-term counseling to get you through a challenging life event or access to financial and legal advice, your EAP can be your first place to start.

Who can use EAP?

EAP is available to active employees and members of their household. Employees do not need to enroll in the benefit.

What information do you share with my employer?

We do not share personal information about your use of EAP with your employer. We may provide your employer with high level program information to help improve the customer experience, such as the percentage of employees who used EAP. We do not share data that identifies individual users with employers.

How much does EAP cost?

EAP is available at no additional cost to all employees and their families. There are NO out-of-pocket costs such as co-pays, co-insurance or deductibles when you access services.

What type of care is available?

EAP offers a variety of care resources for emotional well-being. Benefits are based on your employer's benefit plan. They may include easy-to-use self-care options like apps, on demand care from an EAP consultant, and virtual or face-to-face visits with clinicians throughout our EAP provider network.

What doesn't EAP cover?

Services that are not covered under EAP include: psychiatry, inpatient or residential treatment, hospitalization (including partial), intensive outpatient treatment, court ordered treatment, emergent care, long-term care or counseling, prescription medication, autism spectrum disorder treatment, services for remedial education, and non-evidence-based behavioral health treatments. These services may be covered by your health plan. Please check with your health plan or benefits portal for coverage of these non-EAP services.

How many visits do I have?

You have seven (7) short-term counseling visits available to you. You can also call your EAP support line at the number listed at the top of this page to learn more about your benefit options.

How do I search for a provider?

You can go directly to the [provider directory](#), or you can select the directory in the "Find Care" menu option at the top of any page on the site. [Watch this video](#) to learn how best to use the directory.

What if I'm having a problem logging in or registering?

For technical support, please call us at 1-866-894-5795, Monday through Friday 8am-8pm ET.



Emotional support

Learn about programs and services that can help support you and your family.



WorkLife services

You have a trusted place to turn when issues at work or home are impacting you and others.



Financial and legal services

You have access to one-on-one sessions for financial and legal support.