

HOW DOES THE EAP KEEP PRIVATE INFORMATION CONFIDENTIAL?

Be assured that the EAP is a private and confidential service. Your manager/supervisor will never learn of your participation in the EAP if you are self-referred. If your referral is initiated by your manager, you must sign a release of confidential information, should you want us to speak with your manager to report the following:

1. If you kept the initial appointment.
2. If and what recommendations will be made for continued care.
3. If you will accept a referral for continued care.
4. If time off the job is necessary for you to participate in those recommendations.



**Our patients know we're here,
and we're also Here for you.
To make a referral or contact the
EAP, call 814-375-6379.**

www.phhealthcare.org

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Penn Highlands Healthcare



Now available in person and via the PHH MyHealthNow telemedicine app.

At work and at home, you give everything you've got. At times when you feel overwhelmed, anxious or that it's difficult to manage, the Penn Highlands Healthcare Employee Assistance Program (EAP) is Here for you.

The Employee Assistance Program (EAP), provided by Penn Highlands Healthcare Behavioral Health, provides professional support to help you with issues and challenges that may affect your personal or professional life. The PHH EAP is designed to offer free, confidential assessment and referral services to our employees—because we recognize that to keep doing your best, you need support. Best of all, your immediate family may utilize this benefit, too.

All of these services can be accessed by calling 814-375-6379.

WHEN MAY I USE THE EMPLOYEE ASSISTANCE PROGRAM?

Don't wait. We encourage our employees to seek help with problems early on, before they significantly affect daily life or job performance, or to get help when challenges suddenly become unmanageable.

The range of reasons for utilizing these services is broad and can include dealing with a more serious personal or professional issue such as:

- Anxiety
- Depression
- Substance Abuse
- Burnout
- Coping with illness
- The loss of a loved one
- Relationship challenges
- Resolving interpersonal conflicts

HOW DO I USE THE EAP?

In 2020, we've introduced a telemedicine option in addition to in-person visits. It's easy to contact the EAP to arrange for a free, confidential assessment with one of the staff at the Penn Highlands Healthcare Behavioral Health Center. **No matter which option you choose, please mention that you plan to use your EAP benefit for your visit.**

1. Call the EAP at 814-375-6379.
2. You may also visit with an EAP therapist online using a smartphone, tablet or computer.

MyEAPNow virtual visits are private, secure and convenient for you:

Step 1: Call the Behavioral Health Center office for an appointment at 814-375-6379.

Step 2: You will receive an email confirmation from MyHealthNow. Select blue Get Started button.

Step 3: Create A Password or login if you already have an account.

Step 4: Download the MyHealthNow app from your iPhone or Android's app store, or go to myhealthnow-phhealthcare.org.

Step 5: At your appointment time, a pop-up window will prompt you to start your visit. Signing Up Is Free: Just download the MyHealthNow app or visit myhealthnow-phhealthcare.org.

DO I HAVE TO PAY FOR EAP SERVICES?

No. Up to five free visits are offered to employees, their spouse and dependent children up to 26 years. If additional services are needed beyond the five free visits, PHH's various healthcare plans will cover services. Ask the clerical support staff about benefits for your specific insurance plans.
