

## Employee / Family Assistance Program [EAP]

### Who is Covered

- Employees, spouses, significant others, children up-to-26, and other family members living in the employee's home.
- With the exception of minors [under 18], no calls can be accepted from another person, attempting to discuss or schedule services for an eligible member. The EAP is a voluntary program in which a member must seek their services.
- Parents or legal guardians can request services on behalf of minors and must be present for at least the first appointment to personally authorize counseling. A minor can contact the EAP directly in crisis situations; notification to the parent or legal guardian will follow.

### What is Covered

- **Counseling and Personal Care.** Both are ***confidential***; employers and family members cannot be told of your use of EAP services.
- **Counseling** involves Crisis Situations, Referral to Group Medical Plan, or Scheduled Counseling. **Crisis situations** are those in which the member needs immediate assistance, including talk therapy, or intervention in a threat to self or others. **Referral to the Medical Plan** is made for higher-level care. Scheduled counseling is the most common of our services.
- **Scheduled Counseling** offers up-to-[5] free sessions with JBG network providers. Counseling sessions are available per problem per contract year. Members can choose counseling face-to-face near where they live or work, or virtual [video]. Scheduled counseling must begin with contact from the member to JBG; there is no reimbursement for counseling outside of JBG's prior authorization.
- **Extended Counseling for First Responders.** Compliance with AZ HB 2350. Relates to first responders experiencing trauma in their work. Initial scheduled counseling increases to up-to-12 sessions, with additional sessions [up-to-24] available as recommended by the treating counselor.
- **Personal Care** is for *non-counseling issues* such as, but not limited to, Personal Financial Management [budgets, credit card debt, mortgage planning]; ID Theft Recovery; Child & Elder Care; Adoption; Education Resources, including Financing; Wellness; Travel; Pet Care; Discount Shopping; and Legal [*not employee / employer conflicts*]. Legal services include free 30-minute consultations [in office or by telephone], and 25% discount from published fees of network attorneys if you retain them.

### **How to Access Services**

- **Counseling and Personal Care** are available **24 hours / 365 days live.**
- **Telephone – 1-888-520-5400**
- **Email – [JorgensenBrooksGroup-Intake@lafrontera-empact.org](mailto:JorgensenBrooksGroup-Intake@lafrontera-empact.org)**
- **Website –**  
[www.jorgensenbrooks.com](http://www.jorgensenbrooks.com)  
Under “Our Services,” select “JBG Personal Care”  
Scroll down and click, “Click here to access...”  
Enter company login [MEB] in new screen
- **Mobile App -**  
Access App Store on IOS or Google Play on android  
Search “EAP Assist,” and download the app with JBG logo  
Once downloaded, open the app and follow-on screen instructions  
Password is “JBG”

### **When You Contact JBG**

- Expect prompt, professional response and follow-through for services.
- Calls for Scheduled Counseling will ask your name, employer, basic information, description of problem, and choice of face-to-face or virtual counseling. If face-to-face, where? Within 3 business days, JBG will email you a list of network providers with confirmed dates & times of appointments. When you have selected your provider and appointment, advise JBG for us to authorize treatment.
- If virtual counseling, JBG will advise you within 3 business days of a confirmed appointment.
- Second and later appointments are made between the member and the provider.

### **Service Concerns**

- For any reason, you feel that JBG has not properly served your needs as described above, or have a comment about providers, contact your Human Resources representative.