



EAP INTAKE PROCEDURES

EAP telephonic counseling services include assessment, triage, in the moment support, stabilization as needed, and referrals as requested or required based on severity of presentation.

Our telephonic counselors listen to understand the presenting problem and contributing factors. Many members benefit from the ability to access our phone counselors for support.

EAP INTAKE CALLS:

- Confidential
- 24/7 telephonic access to our master's level counselors for employees in need of immediate support/intervention
- Access to our network of providers who can provide ongoing individual face-to-face EAP sessions as well as in the moment support as appropriate

REFERRAL PROCESS:

- Referrals are made within our network of local counselors
- Criteria considerations for a referral match include:
 - » Availability for a first appointment
 - » Empaneled in the employee's health insurance for continued care after EAP sessions
 - » Comfort and expertise with the presenting issue for the referral



Members who present at imminent risk are referred to local crisis services when appropriate or 911.

www.PublicSafetyEAP.com
1-888-327-1060