

Optima Health *Employee Assistance Program*

What is Optima EAP?

Optima EAP (Employee Assistance Program) is a helpful resource that can be used to address life's challenges, solve personal problems, or tackle work related issues. Optima EAP's confidential, short-term, and solution-focused services are provided by a group of skilled, professional, and caring counselors. Best of all, Optima EAP is available to you at no cost.

When should I use Optima EAP?

Whether you are trying to improve your relationship, provide direction for a child, better manage stress, deal with a difficult coworker, care for an elderly family member, or make changes in your life, Optima EAP is here to help. You can confidentially turn to us - even before an issue or concern severely impacts your home life or work performance.

Give us a call and we will be happy to assist you with topics such as:

- Stress
- Work-Related Concerns
- Relationships
- Children / Adolescents
- Grief / Loss
- Anger Management
- Domestic Violence
- Eldercare
- Difficult Behavior
- Substance Abuse / Dependency
- Depression
- Personal Development

**If your home life is affecting your work,
or if your work life is affecting your home,
Optima EAP can help.**

How can I get in touch with an Optima EAP counselor?

When you call Optima EAP, one of our representatives will locate a counselor near your home or work and help you schedule an appointment. Contact us at 757-363-6777 or 1-800-899-8174. Or you can send a confidential email from OptimaEAP.com.

What if I need additional help?

If additional services are required, Optima EAP will assist you with referrals. We will help you utilize your mental health benefits or provide recommendations for reputable community-based resources. We will stay active in this process until you can access the services you need.

Do I have the right to privacy?

Yes. Confidentiality is an important component of Optima EAP. Discussions with an EAP counselor are protected by strict guidelines and regulations. In fact, no information about you or a family member will be shared with your employer unless you consent in writing or the law requires it. Optima EAP falls under the guidelines of Protected Health Information. Because we are dedicated to confidentiality; you can feel comfortable and confident using Optima EAP when you need assistance.

Will there be any cost or Copayment to use Optima EAP?

Optima EAP is an employer-sponsored benefit, meaning there is no cost to you and your family members to use this service.

Are there other services besides counseling provided by Optima EAP?

Yes. In the privacy of your own home, visit OptimaEAP.com for details about classes, tools, and other services. You will also find information, articles, and features on a wide variety of topics, including emotional concerns, mental health treatment, workplace issues, frequently asked questions, and inspirational pieces.

For more information about Optima EAP, please call 757-363-6777 or 1-800-899-8174 or visit OptimaEAP.com.

Bayside Medical Plaza • 816 Independence Boulevard • Virginia Beach, Virginia 23455