

Optima Health - EAP



Is there a program that can help me through hard times?

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.

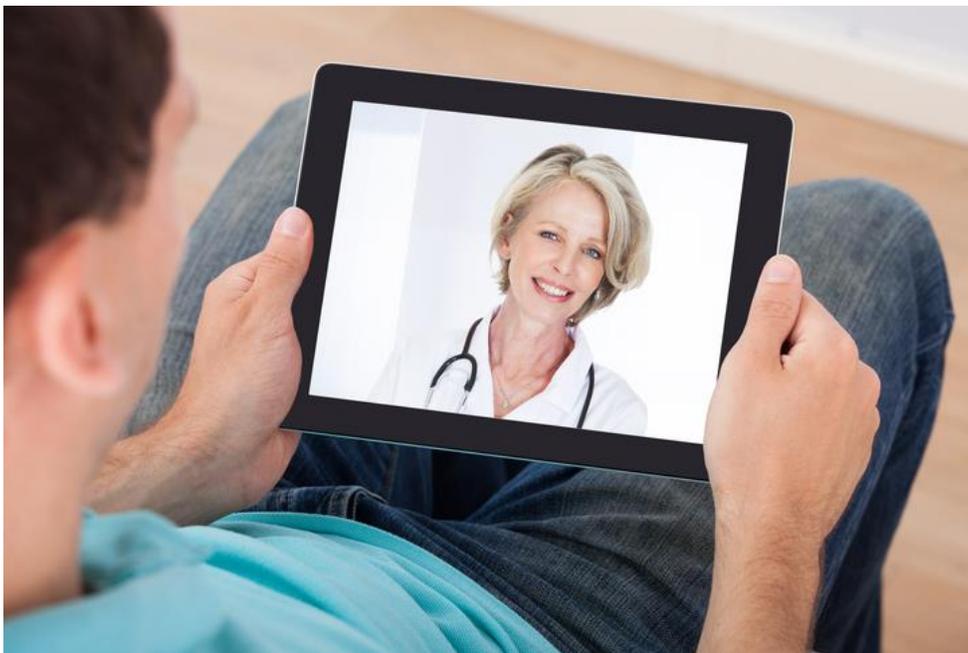
For more information about Optima EAP, please call 757-363-6777 or 1-800-899-8174 or visit OptimaEAP.com.

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

A new way to do EAP!

Optima EAP is pleased to announce a new way to access EAP counseling. Employees and their dependent household members who call to schedule an EAP counseling appointment will be given the option of meeting a counselor in person or by having a virtual session.

The video counseling session will be done through a HIPAA compliant platform similar to that used by MDLive. The counseling will be provided by the Optima EAP Clinical Team and as always will be done at no cost. When calling in for an appointment, please request “virtual counseling” option. Please open the attached FAQ sheet for more information.



**Optima EAP is available to provide assistance when one is faced with challenges in home or work life. Please call to schedule a confidential appointment with one of our licensed clinical professionals.
1-800-899-8174 or 757-363-6777**

Visit our EAP website at OptimaEAP.com for additional topics and information.

OptimaHealth 
Employee Assistance Program

What is the Distance Counseling option?

The Optima EAP recognizes that it is not always possible or convenient for an employee to get to a face-to-face counseling appointment. The Distance Counseling program makes use of a HIPPA compliant platform that allows for the counseling to be done using a smart phone, tablet or desk top computer.

How many counseling sessions do I get if I use the Distance Counseling option?

The Distance Counseling option provides the same number of sessions as you would receive if you were seeing a counselor in his or her office.

Will there be any co-payments or costs to me?

The Optima EAP is paid by your employer and there is no cost to access EAP services.

My manager has told me I must attend EAP counseling sessions; can I use the Distance Counseling option?

The Distance Counseling option is only available to individuals who are accessing EAP services on a voluntary basis. Formal or mandatory EAP referrals require additional services not available through the Distance Counseling option.

How do I schedule a Distance Counseling appointment?

Appointments are made by calling Optima EAP at 800-899-8174. The Intake Coordinator will confirm that your company allows the use of the Distance Counseling program. She will then schedule your appointment and will get your email information. Encrypted emails will be sent to you with instructions on how to complete your pre-appointment paperwork and how to access your counseling session.

Where should I be located when using my Distance Counseling appointment?

The regulations of the Commonwealth of Virginia require that you must be physically present in Virginia to receive Distance Counseling. You need to arrange a location that is free from distractions and ensures your personal privacy.

What if after my first session I decide that I do not want to continue with Distance Counseling?

If either you or your counselor determines that you would be better served by another form of therapeutic services, you will then be referred to a licensed mental health provider in your area. The number of EAP counseling sessions available will be determined by a review of your case records.

What happens if my Distance Counseling session is interrupted due to a technical failure?

If a session is cut short by technical issues a determination as to whether the session will count against the allotted number of sessions will be based upon the duration of the session.

Is my Distance Counseling session confidential?

The Distance Counseling platform is encrypted and meets HIPPA regulations for the protection of your Personal Health Information (PHI). Your counselor will maintain the same level of confidentiality as if he or she were seeing you in person. It is your responsibility to make sure that the location you chose to conduct your Distance Counseling session is private. If the counselor perceives that you are in an inappropriate location, they will ask you to reschedule your session and will work with you to determine an appropriate location

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1-800-899-8174 or 757-363-6777

OptimaEAP.com