

Family & Children's

SERVICE OF ITHACA

Welcome to your EAP, provided to you by Family & Children's Service of Ithaca and FEI Behavioral Health.

What is EAP?

The Employee Assistance Program (EAP) provides access to free and confidential counseling services to eligible employees and their family members. The EAP is a benefit service provided by your employer to give you support at times when you may be experiencing personal, family or work-related concerns. At F&CS an EAP therapist will conduct an assessment; provide short term counseling and/or a referral to appropriate resources.

Who is FEI Behavioral Health?

Family & Children's Service of Ithaca (F&CS) has partnered with FEI Behavioral Health to provide you with this enhanced EAP contract. All your local counseling needs and contract management will still be provided locally, by F&CS, but through our partnership with FEI we also provide 24/7 phone availability by a live EAP professional, and many other wellness, financial, legal and informational resources. Make sure to check out all the services this partnership provides to you by calling (800) 638-3327 or by logging into your customer portal via www.feieap.com.

How can EAP help?

Talking to a therapist can help relieve some of the strain caused by difficulties relating to:

- Depression, stress, anxiety, anger
- Workplace issues or job stress
- Traumatic experiences or critical incidents at work
- Parenting, family or relationship issues
- Problems with addiction or substance use
- Grief and loss

How do I access my EAP counseling benefit?

To schedule an appointment, you will first need to call FEI Behavioral Health at the toll-free number **1800 638 3327**. You will briefly speak with an EAP consultant and they will authorize your counseling sessions and transfer your call to an intake specialist at F&CS. **Note: If you are transferred to a voicemail at F&CS, please make sure to leave your name, telephone number, the best times to call you back, where you work and that you would like to use your EAP.** Our intake staff will conduct a brief over-the-phone intake assessment. We endeavor to schedule you an appointment with a therapist within 5 days of completing the intake assessment.

Is EAP confidential?

Yes, everything to do with utilizing your EAP benefit is completely confidential. No information is shared with individuals or organizations, including your place of work, without your consent.

What is the cancellation policy?

We request at least 24 hours-notice when cancelling or rescheduling appointments. No shows and late cancels will count against your EAP sessions.

Can counseling continue after the EAP benefit?

Yes, if needed and recommended by your therapist. You will be able to pay for services using your health insurance or possibly our sliding fee scale if uninsured. At this point, our psychiatry evaluation and medication management practice may become accessible to you if recommended by your therapist.

Questions about EAP are Welcome

Ask your therapist or call 607 273 7494 and ask to speak with the EAP Services Coordinator. Alternatively, you can email askeap@fcsith.org.



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Hours of Operation and Answering Service

Monday – Thursday 8:30 am – 7:00 pm

Friday 8:30 am – 4:00 pm

We have an answering service after hours and on weekends. The answering service can take messages for our intake department/ therapists and for canceling or rescheduling appointments.

We are located at 127 W State Street, Ithaca, NY 14850



United Way
of Tompkins County
www.uwc.org