

Frequently Asked Questions about EAP Benefits

What will the counseling services cost me?

Counseling services included in your contract are *free of charge*. If additional sessions are needed your insurance may be used to assist with costs. Contracted sessions renew on an annual basis, on the date your business signed its contract.

Who can utilize counseling services?

Dependent family members are eligible for individual counseling services included in your contract. Dependent family members consist of one's spouse and dependent children. Each family member may utilize the contracted number of services free of charge.

Who provides the counseling service & where?

Counseling is provided by Masters level, licensed mental health counselors at Child & Family Services, located at 2806 Davenport, Saginaw.

When are appointments available?

Monday 9 am to 6 pm
Tuesday – Thursday 9 am to 8 pm
Friday 9 am to 1 pm

How long will it take to schedule my first appointment?

As an EAP benefit, we will schedule your appointment within 3 business days of your request for service.

Will my employer know I attended counseling?

All services are *completely confidential*. When you seek out counseling on your own, no one at your workplace will know that you've called or what your concerns are.

How do I access my EAP benefits?

Just call 790-7500 to schedule an appointment. If you have specific questions about how the EAP works, staff are equipped to help you understand your benefits.