



## TriHealth EAP

### Convenient options to access employee assistance services

#### **Request-a-Counselor (New Service): a convenient way to connect to assistance**

Confidential email option used to request the name and contact information of a mental health counselor who will provide counseling through the TriHealth EAP benefit.

- Rather than calling TriHealth EAP, use encrypted email to provide basic demographic information, counselor preferences, and the reason for seeking counseling.
- Within two business days, receive a private response with the name and contact information of a mental health counselor who best matches your needs.
- Call the mental health counselor directly to schedule an appointment. TriHealth EAP will send an authorization for those services directly to the counselor.

#### **Ask-a-Counselor: a convenient way to seek answers and assistance**

Confidential email service providing practical information and resources for daily living challenges.

- Ask a question through encrypted email and receive a private response within two business days from one of TriHealth EAP's mental health counselors.
- This service is meant to provide brief answers to questions; it is not an ongoing conversation or internet counseling.
- You might be encouraged to contact TriHealth EAP to schedule a session for ongoing counseling.

To access either online service, visit our website, [TriHealthEAP.com](https://www.trihealth.com/eap). Click the "Employee and Family" tab, then "Services." Or, simply go to the box outlined in yellow and click on the service you prefer.

**NOTE:** These services are **not** online counseling and should not be used for crisis situations.



**TriHealth**

TriHealthEAP.com | 513 891 1627 | Toll-Free 800 642 9794