

Frequently Asked Questions

An Introduction to Sentara EAP

1. What is Sentara EAP?

Sentara EAP (Employee Assistance Program) is a resource to help you overcome life's challenges, solve personal concerns, and address work-related issues. Our services are confidential, short-term, and solution-focused. Our counselors are professional and caring. Best of all, our services are available at no cost!

2. How much do Sentara EAP services cost?

Sentara EAP services are paid for by your employer and available at no cost to you or your household members..

3. How can Sentara EAP help me?

Sentara EAP counseling can help you improve a relationship, support a child or elderly family member, find tools to manage stress, handle conflict with a coworker or an employee, and much more. Turn to us before an issue or concern severely impacts your home life or work performance.

In addition to counseling, we offer inspirational posts, videos, webinars, articles and other resources at [sentaraEAP.com](https://www.sentaraEAP.com). Our in-person and online trainings are designed to help build personal and professional skills.

In a leadership role? We offer a manager toolkit and specialized consultation services to assist you.

4. How do I get in touch with a counselor?

Call **1-800-899-8174** and our representatives will work to schedule an appointment with a counselor near you. Our phones are personally staffed and answered 24 hours a day, 365 days a year. You do not need to go through your manager or the Human Resources Department to access EAP services.

5. Will it really help to talk with someone about my problems?

Oftentimes it's helpful to speak with a trained professional who can offer objectivity. A counselor may have a different perspective on the problem and offer suggestions or interventions that you have not already considered. Our focus is on helping you to find a solution to your problem.

6. I have always been able to solve my concerns on my own, so why can't I this time?

Some life issues are more overwhelming than others and even individuals who have always had good coping skills may one day find themselves facing a challenge. That's why it's beneficial to have a resource like Sentara EAP – if and when you need it.

7. How can I feel comfortable talking with a stranger about my concerns?

Sentara EAP counselors are trained professionals, skilled at putting clients at ease when discussing difficult and sensitive issues. All Sentara EAP counselors are licensed, Masters- or Doctoral-level clinicians or certified counselors.

1-800-899-8174 | 757-363-6777
[sentaraEAP.com](https://www.sentaraEAP.com)

8. Can Sentara EAP help someone in my family?

Sentara EAP services are available to all members of your household at no cost to you.

9. Will my information be shared with anyone else?

Confidentiality is an important component of our program. Discussions with our counselors are protected by strict Protected Health Information (PHI) privacy laws. Sentara EAP will not share any PHI, either in written or verbal form, unless you give prior consent.

There are a few instances where Sentara EAP will be required to break confidentiality—we are required to report threats of self-harm or threats of harm to others, if there is suspicion of abuse or neglect, or if we are required by law.

10. What can I expect when I call the Sentara EAP office?

Our friendly and helpful intake coordinators will ask for basic information, such as your name and the name of your employer. They will then assist you with scheduling an appointment at a time and office location that is convenient to you.

11. What does a counseling session involve?

When you first arrive, you will be asked to complete some basic paperwork and a health questionnaire. You will then meet with a counselor who will assess your situation and work with you to develop solutions. Each counseling session typically lasts about 45 minutes.

Our Virtual Counseling service is a convenient option when a face-to-face appointment isn't possible. This service uses a HIPAA-compliant platform for counseling over a smartphone, tablet, or desktop computer. Give us a call to take advantage of our virtual sessions.

12. How many counseling sessions are available to me?

The number of counseling sessions is determined by your employer's contract with Sentara EAP. Ask your manager, Human Resources Department, or call the Sentara EAP office for more information on your organization's counseling benefit.

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Online Resources available at **SentaraEAP.com**



Your employer values your well-being by offering Sentara Employee Assistance Program (EAP).

This free and confidential benefit for you and your household members includes access to a robust online resource at SentaraEAP.com. Our newly-enhanced website makes resources available right at your fingertips.

Sign in today to access-

- A more user-friendly, mobile-responsive experience
- More than 80 on-demand online courses
- FAQs about the services and products offered by Sentara EAP
- General information on a wide variety of behavioral health topics
- Personal and professional development and behavioral health articles created by the Sentara EAP clinical staff.
- An expansive library of articles, videos, and thousands of other resources
- Self-assessment tools to assess symptoms (i.e., depression, anger, substance use, etc.)

**Your organization's
SentaraEAP.com username:
campbell county**



**1-800-899-8174
SentaraEAP.com**



Sentara EAP is administered by Sentara Behavioral Health Services, Inc.

What to Expect When You Contact Sentara EAP



Facing challenges at work or at home? Sentara Employee Assistance Program (EAP) can help. Our confidential services are available to you and your household members at no cost. Just call us toll-free at 1-800-899-8174 to speak with one of our professional Intake Coordinators.



On the Call

Our friendly, helpful staff will collect basic information about you, such as your name, employer, and the reason you are contacting Sentara EAP. This helps us make sure you get the help you need.

During the call, we will:

- Confirm your benefits
- Share your counseling options: in-person, over the phone, or virtual
- Help you schedule an appointment with one of our licensed clinicians



At Your First Appointment

After completing a brief intake form, your clinician will ask what brought you to Sentara EAP and, in general, how well you are managing at home and at work. Each session lasts about 45 minutes.

Your EAP clinician will help you develop strategies to deal with your concerns. When needed, they will also provide you with information about community resources and support groups.

In some cases, your clinician may assist you with locating a local mental health provider for more intensive care.



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