



San Bernardino Community College District

Employee Assistance Program (EAP) most Frequently Asked Questions

Employee Assistance Program (EAP)

Why should an employee use the EAP?

Employee assistance program costs are typically covered by companies whether their staff is using them or not. So there's no reason not to use an EAP! Whether you're experiencing a true crisis or could use someone to talk to, using the services that your company provides can help.

What kind of problems can an EAP help with?

Employee assistance programs cover a wide range of services and address all sorts of issues, from mental health to financial help.

- work stress
- substance abuse
- occupational stress
- emotional distress
- grief counseling
- life events (i.e. pandemics, births, accidents, deaths)
- health care anxieties
- financial
- legal
- family/personal relationship problems
- work relationship issues

How much does an EAP (employee assistance program) cost?

No, there is no cost to utilize the EAP services for SBCCD employees

Are EAPs confidential?

When you need help, you may not be comfortable letting anyone you work with know that you're having a hard time. That's why our EAP program is designed to be completely confidential. Employee counseling sessions are not reported back to anyone.

Who can use an EAP?

EAP is open to all employees and their immediate family.



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Is there a set number of counseling sessions per employee?

Our employee assistance programs lasts about three to six sessions, depending on the employee needs. If an employee's issue needs long-term treatment or is more severe, the EAP will provide a referral network to connect employees with additional care. Employee assistance counselors are trained to identify situations where employees need additional care. They will assess the employee and determine the best way to help provide support for their problem.

Can family members use the EAP?

Yes! Family members in your household can also use the EAP program at no cost to them.

Will using an EAP affect my job?

EAPs do not report any personal information about a specific employee's use of the assistance program.

Are EAP services available after business hours?

It is available 24 hours a day, 7 days a week.

Are EAP services subject to HIPAA?

Employee assistance programs that provide medical care are subject to HIPAA (Health Insurance Portability and Accountability Act). These laws are in place so that sensitive medical information cannot be disclosed without a patient's knowledge or consent.

It says the EAP is offered through Anthem but I did not enroll in Anthem as my medical plan, can I still contact them?

Yes, if you waived medical coverage or enrolled in Kaiser you can still contact Anthem EAP program.

If I call Anthem EAP program will I be asked for a company code?

Yes, your company code is SISC.

How do I contact Anthem EAP?

You can call them at 800-999-7222 or visit anthemeap.com

[MDLive for Anthem HMO/PPO members](#)

Anthem Blue Cross PPO and HMO members can consult with doctors and therapists over the phone or using online video for varies medical conditions. Online behavioral health visits are also available for confidential sessions with a licensed therapist or psychiatrist. Copay applies. To find out more, you can call 888-632-2738 or go to www.mdlive.com/sisc