

Myths and Reality

Profile Employee Assistance Program (EAP)

Accessibility (Who can access)

Myth

My family and I are on my wife's insurance, we are not eligible for Profile EAP.

Reality

Benefits through Profile EAP are available to you as the associate, your partner or spouse, and any dependent up to 26 years old and younger who is unmarried. You don't need to be on Centura Insurance to access it.

Myth

I am a part-time or PRN associate. I cannot use EAP.

Reality

EAP is available to all full-time, part-time and PRN associates and their families.

Availability (How easy it is to get an appointment)

Myth

It takes 1-2 months to get in to see a counselor through EAP

Reality

Standard telehealth counseling appointments for associates are offered within 3 working days of the call. If clients have specialized custom requests for a specific time, counseling specialist, child or adolescent, a face-to-face visit, or other customized requests, the appointment could take longer to schedule.

Myth

I do not have the ability to call Profile EAP and they have no other way to make an appointment

Reality

There is also an option to be able to register through our website: www.ProfileEAP.org. At the bottom of the main page, there will be a box directing you to be able to register, without needing to create an account.

Myth

I must use Profile EAP's website to make an appointment?

Reality

You can register for appointments in many ways including the website, and our EAP App, however you can also call our main phone number to talk with staff to register for an appointment. Just call 1-800-645-6571.

Myth

I work all day and EAP counselors only work Mon-Friday during work hours. I need someone on the weekends or evenings and someone preferably who speaks Spanish and understands my culture.

Reality

Profile EAP has options through our provider partner that offers evening, weekend and even holiday appointments. Our partner allows you to schedule online with the provider. They offer appointments in multiple languages and diversity options.

Myths and Reality

Profile Employee Assistance Program (EAP)

Confidentiality

Myth

I cannot use EAP because I do not want Centura to know my personal information. Don't counselors share my information with Centura?

Reality

Your information is kept confidential. Neither EAP nor our contracted providers record any information in EPIC. We use our own, separate secured EMR (EAP Expert). You have access to over 400 licensed counselors in your community who are in the EAP network.

Myth

I will not use the Profile EAP because it is not confidential, and my appointments are shared with Centura Leadership. My information can also be found in EPIC.

Reality

Profile EAP is a confidential service, all counselors are licensed and therefore must adhere to the guidelines for licensure in the state they practice. No PHI can be shared without your written permission unless there is a danger to self, others, or suspected child or elder abuse. Non-PHI data/numbers are only shared with Centura leadership.

Myth

My Counselor (contracted provider), who I am seeing through Profile EAP, told me that Centura is asking her for information about my visit. She feels uncomfortable with sharing my information. I thought it was confidential.

Reality

*It can be confusing for contracted providers since Profile EAP is a supported program of Centura. When the contracted counselor states "Centura," they are miscommunicating the use of the term "Centura." Centura is not requesting the data. Profile EAP is requesting the data and Profile EAP only asks for limited information from our contract counselors so we can record **non-PHI** data for reports as well as pay the provider for their services. PHI is never shared with Centura and is not recorded in EPIC.*

Myth

I only want a licensed provider and the EAP uses interns or individuals with a bachelor's degree.

Reality

All counselors who provide services for Profile EAP are required to be Master or Doctoral level licensed, experienced, counselors and must adhere to the guidelines for licensure in the state they practice. We do not contract with non-licensed, interns, or bachelor's level providers on our panel.

Myths and Reality

Profile Employee Assistance Program (EAP)

Myth

I have a substance abuse problem that I need help with, but I can't use the EAP because I will get fired.

Reality

Centura does have a self-report provision in their drug free workplace policy. Associates who are struggling with substance abuse are encouraged to call EAP for an assessment and treatment recommendations to get the help they need. If you do self-report, Centura will not be notified.

However, if you are involved in direct patient care (RN, NP, PA, Physician) you will be referred to one of the Peer Assistance Services in the state in which you practice (Colorado or Kansas) to determine if it is safe for you to continue to practice while you are undergoing treatment, or if you need to be removed from your duties. Peer Assistance works with you to help you maintain your license in good standing while addressing your substance abuse problem.

Provider/Counselor Expertise

Myth

EAP does not have any counselors that deal with children or adolescents.

Reality

EAP has many licensed counselors who have experience working with children and adolescents. Your EAP services are also available for your dependents up to 26 years or younger who are unmarried. All you need to do is either: 1) Call our 1-800 number (1-800-645-6571) or, 2) Visit our website www.ProfileEAP.org to register for services.

Myth

My problem is not big enough to bother EAP with and it is not work related.

Reality

EAP is here to help no matter how little or big the issue is. It does not have to be a crisis, or work related to get assistance. EAP can help with anything that causes disruption to you or your family.

Myth

EAP network counselors are not familiar with what I do as a healthcare professional or the healthcare culture in which I work.

Reality

Profile EAP has a "provider relations" team whose main role is to match the EAP client to the correct provider (therapist). Profile EAP has subsets of specialized providers who see first responders, medical providers, and healthcare professionals.

Myths and Reality

Profile Employee Assistance Program (EAP)

Location (Where are counselors located)

Myth

The counselors are all located in Colorado Springs, they have no one in my area.

Reality

Profile EAP has over 400 licensed counselors throughout Colorado and Kansas who are located around areas where we have hospitals or services. We also contract with a large national company “Better Help Counseling” to offer another layer of support that extends to all 50 states throughout the US for Centura family members

Myth

I do not want to see a local counselor because everyone locally will know my business.

Reality

Through EAP you have many options to work with counselors who do not live in your local area. Please let our scheduling team know that you prefer someone who is not local, and they will be happy to help.

Myth

I have a son in college in Oregon – Profile EAP is only local, with counselors only in Colorado and Kansas

Reality

Through Profile EAP, you have access to telehealth counseling services via zoom or phone, that can be accessed from various locations. You also have access to Better Help through your EAP services, which connects you to counselors across the US, who can service many different time zones and locations.

What Is The Cost To Use EAP Services?

Myth

I cannot afford to see a counselor and I do not know how much it costs for EAP.

Reality

You have access to 8 no-cost counseling sessions through your EAP services. There is no co-pay or out of pocket cost for EAP sessions as long as you use a provider authorized by Profile EAP.

Myth

I have a counselor that I already use, but EAP will not pay for me to see them.

Reality

To access the EAP service all clients must first go through the Profile EAP 800 number or online registration system. For sessions to be paid, EAP counselors who see our clients must have an authorization from Profile EAP prior to seeing the client. EAP has an open network. If you have a “licensed” counselor that you are already seeing, you can direct them to our provider relations team who can educate them about how they can become a Profile EAP provider. If they are approved through our vetting process and agree to our rates, they can be used going forward.

For more information or to schedule an appointment call Profile EAP at **1-800-645-6571** or visit the website www.ProfileEAP.org and use company code: **Centura**

