



FAQ for Employees

Parkview Employee Assistance Program



What is an employee assistance program?

Parkview's Employee Assistance Program (EAP) offers you, as well as anyone living in your household, short-term counseling services. Counseling sessions last between 45-60 minutes, are confidential, and are free of charge to you as an employee of your company. Check with your human resources department or manager to find out how many sessions you are eligible for every year.

Will my co-workers, boss, or anyone else find out I came to see you?

Parkview's EAP services are confidential and no information about you, your participation in our program, or what you and your counselor talk about will be released to anyone without your written consent.

***Please note:** like any other counseling service you might receive, your counselor is legally required to report if you are intending to harm yourself, someone else, or in cases of child abuse or elder abuse.

What happens if I want to continue counseling after my sessions run out for the year?

The goal of EAP services is to help address your struggles, concerns, and stresses before they get to the point of needing long-term counseling. However, we understand that there will be situations when long-term counseling is needed. In these cases, your counselor will work with you to find options for an outpatient counselor within your insurance network who may be of assistance to you.

What if I am in a joint-custody situation with my child and I want him/her to get counseling?

In cases regarding joint-custody, we ask that both parents sign consent for the child to receive counseling services from Parkview EAP prior to the child being seen.

Can my family members receive counseling from Parkview's EAP?

Anyone living in your household, including spouses and children, are eligible to receive the same number of counseling sessions as you. For instance, if you receive four counseling sessions, your spouse would receive four sessions as well.

How do I get started?

Give us a call at 260-266-8060 or 800-721-8809 to schedule your appointment with one of our counselors. If your child is seeking counseling and is 18 or older, he/she needs to call to make the appointment themselves. If you would like to learn more about our counselors, you can visit www.parkviewtotalhealth.com and visit the employee assistance program section to read a short bio about each one.



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