



FAQs about Your EAP

Q. What is the Employee Assistance Program (EAP)?

A. The EAP is a **confidential counseling**, assessment and referral program designed to help you manage work and life problems. Just as health insurance is designed to address your physical wellbeing, your EAP program is designed to address your emotional and mental well-being, as well as to help you manage work/life problems and achieve a healthy work/life balance.

Q. Who can use the EAP?

A. EAP services are available to both you and members of **your immediate family**.

Q. What is the cost of your services?

A. This is a **free benefit** for you and your family, paid for by your employer.

Q. Will my employer know if I use your services?

A. Your EAP is **totally confidential** and your employer won't even know that you are using our services.

Q. How do I access EAP services?

A. Call toll-free 24 hours a day, 7 days a week: 800•225•2527 or 800•252•4555 or login at www.HigherEdEAP.com by clicking on **"Employee & Family Login"**.



TO ACCESS THE WEBSITE AND RESOURCES FOR EMPLOYEES

1. Log on to www.HigherEdEAP.com
2. Click on **Employee & Family Login**
3. If you have already created a User Name and Password, simply enter that info in the appropriate boxes. **If you have not registered, complete steps 4-7.**
4. Click on **REGISTER HERE**
5. Enter your **Employer's name** and click Continue.
6. Your employer's name will appear; select the button and click Continue.
7. Fill out the Registration Form and create your own User Name and Password, then click Continue. **You only need to register once.**