

# Employee Assistance Program

## Who Pays?

Your company through their contract with us pays for up to 5 EAP sessions. Any services you choose beyond EAP are your responsibility but may be covered by your insurance benefits, or you may be eligible for a reduced fee based on your income.



**OBHAW Hot Springs Office**  
125 Wellness Way | Hot Springs, AR  
Phone: (501) 624-7111

**OBHAW Malvern Office**  
1615 MLK Blvd. | Malvern, AR  
Phone: (501) 332-5236

**OBHAW Arkadelphia Office**  
201 N. 26th Street | Arkadelphia, AR  
Phone: (870) 246-4123



24-HOUR EMERGENCY PHONE  
(501) 624-7111 or (800) 264-2410

## CONTACT INFORMATION

Office Hours: Monday-Friday 8:00am-5:00pm  
Flexible after hour appointments available to fit your schedule upon request.

### Mailing Address:

125 Wellness Way | Hot Springs, AR 71913  
Office: (501) 624-7111 | Fax: (501) 620-5510

### Website:

[www.OBHAW.org](http://www.OBHAW.org)

### Facebook:

[facebook.com/OBHAWhs](https://facebook.com/OBHAWhs)



**OUACHITA**  
BEHAVIORAL HEALTH  
& WELLNESS

A not-for-profit corporation serving the residents of Clark, Garland, Hot Spring, Pike and Montgomery counties since 1989. Accredited by the Joint Commission on Accreditation of Healthcare Organizations. No qualified individual with a disability in the United States shall be excluded from, denied the benefits of or be subjected to discrimination under any Ouachita Behavioral Health and Wellness program or activity. OBHAW reaffirms its belief in equal employment opportunity for all employees and applicants for employment in all terms and conditions of employment. EOE/AA.



# BALANCE

## Employee Assistance Program

A benefit available through  
Ouachita Behavioral Health and Wellness



## What is an Employee Assistance Program (EAP)?

Ouachita Behavioral Health and Wellness Employee Assistance Program (EAP) provides confidential and professional assistance to help resolve a wide variety of behavioral healthcare issues that may be affecting your employment and/or your personal life.

EAP is a benefit provided by your employer to you, your immediate family members, and provides the opportunity to secure professional assistance.



## What might be some of my treatment options?

- Individual, family, and group counseling
- Participation in support or treatment groups
- Inpatient treatment

Your EAP counselor will assist you in accessing the most appropriate options.

Confidentiality is assured and no information is shared, including with your employer, without a formal written consent at your request.

## What are common EAP concerns?

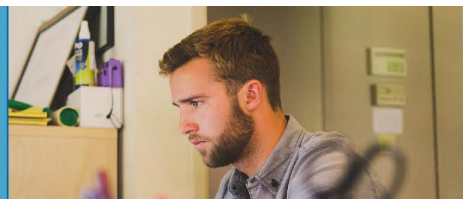
- Alcohol and drug abuse
- Parenting/Child development
- Stress
- Grief/Loss
- Relationships
- Family communication
- Financial concerns
- Lifestyle management
- Personal growth counseling
- Elder Care
- Major life changes



## How does your EAP work?

A contracted company employee, or their immediate family members, can access their EAP benefit by calling Ouachita Behavioral Health and Wellness at 501-624-7111 during the hours of 8 am-5 pm Monday through Friday. An OBHAW professional will ask your name, the general nature of the problem and your employer. A convenient appointment time will then be established for your first visit.

**YOUR PRIVACY WILL ALWAYS BE RESPECTED. YOUR EMPLOYER WILL NOT KNOW YOU ARE GETTING SERVICES UNLESS YOU TELL THEM.**



## What should I expect during my visit for EAP service?

### YOUR FIRST STEP

- Call one of the 3 sites on your EAP card to make a confidential free appointment that will be set within 3/5 business days.
- You will receive up to 2 reminder calls before your appointment.

*Please call 48 hours in advance for cancellation.*

### YOUR FIRST APPOINTMENT

- Register at the front window
- Meet with financial case manager to sign forms, open chart- 30 minutes
- Meet with licensed professional staff for initial screening to review presenting problems, current level of functioning and develop a plan
- Set time and date for your second visit

### THE FOLLOWING VISITS

- You will work in collaboration with your counselor to meet your goals
- You may be asked to do homework and practice skills you are learning
- All visits will be an hour long
- At the last visit, you will have the option to continue services and charge your insurance for services rather than the employer, or your chart will be closed.

### OTHER INFORMATION

- You may ask for psychiatric/medication services but not through EAP process. Your insurance would be charged and you would no longer be an EAP client.
- Ask your counselor about options for attending classes or group sessions.

**ALL VISITS WHILE YOU ARE AN EAP CLIENT ARE FREE TO YOU, BUT MAY VARY PER EMPLOYER. PLEASE CHECK WITH YOUR EMPLOYER FOR SPECIFICS.**