

Employee Assistance Program (EAP) Referral Guide

This program gives employees easy access to mental health support. It offers convenient care and resources to guide them through life's challenges. All services are private and confidential.



Key features

- Personalized care plans
- Therapy and medication management
- Specialized, high-quality providers
- Self-guided wellness exercises
- Coaching
- Work-life services



Eligibility

The EAP is available at no additional cost to eligible employees and their dependents.



Cost

All employees get a set number of employer-paid therapy sessions and coaching at no additional cost.



When to refer

You may want to refer employees if they're experiencing:

- Burnout and stress.
- Prolonged sadness or anxiety.
- Mood swings.
- Difficulty focusing.
- Social withdrawal or loneliness.
- Substance abuse.
- Suicidal thoughts.

How to get started.

Visit https://care.springhealth.com/sign_in.
In an emergency, employees can also call for 24/7 crisis support at **1-844-931-4465** (press 2).

Support for managers.

The EAP also offers practical tips and tools to help you navigate your role as a manager.

Consultations

For guidance with challenges like:

- Preventing conflict.
- Reducing absenteeism.
- Managing workplace changes like layoffs and reorganizations.

On-demand courses

Clinician-led courses on topics like:

- Burnout prevention.
- Stress management techniques.
- Psychological safety in the workplace.

Critical Incident Response (CIR)

Critical incidents are stressful or traumatic events that can impact a workplace.

How does it work?

A CIR may include virtual, in-person, and group sessions. Responders work with employees to process their emotions and build resilience.

Managers start by meeting with a CIR coordinator to:

- Understand the nature and scope of the event.
- Assess specific worksite or population needs.
- Design the right response for your employees.

We're here to support you.

For more information, email managersupport@springhealth.com or call 1-844-931-4465 (press 4, then press 2), Monday – Friday, 7 a.m. – 10 p.m. ET. Or contact your HR department.



Because Life.™

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