



**Mosaic Counseling**  
Employee Assistance Program

EMAIL TO PRIVATELY ASK QUESTIONS -  
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**HIPAA LAWS PROTECT YOUR PRIVACY**

## AN EAP USAGE STORY & USING YOUR MOSAIC EAP

By Chris Clegg, Mosaic Counseling's EAP Account Manager

### CONNECTING YOU TO HOPE & HEALING



Your employer offers you an Employee Assistance Program (EAP) to connect you to complimentary counseling benefits. This month's Mosaic Mental Health Tips shares my personal experience with a national EAP with a previous employer vs. Mosaic's EAP and the 3-step process to be connected to *your* Hope and Healing.

### WILL COUNSELING HELP?

Placing that first call can be difficult, especially not knowing what to expect. *Do I really need counseling? Will people find out? If they do, what will they think? What if I just need to wait for things to get better?* I've been there, and I probably waited too long. But once I made that decision, I was on my way to happiness and am very happy I did get help.

My personal experience with an EAP is different. Years ago, with my previous employer, I was working as a traveling sales professional, a single parent to a young child, with an extended family over a thousand miles away. As life piled up, one final straw had me asking myself, "Do I need counseling? Should I speak with a professional?" I began to feel that my personal challenges would begin to affect my work performance and decided to talk to my direct supervisor. He and I were close and only wanted the best for his team. He listened to my story and asked "Have you looked into using the EAP offered by the company?" To which I replied, "What the heck is an EAP?"

After sharing my struggles with two other internal employees (which didn't feel very private), I was directed towards our Company Intranet, where I filled out a form and waited. Two days later I was *finally* approved to use the EAP and was directed *back* to the website to pick out my therapist, without any help. I scrolled photos looking for someone that looked like I would be comfortable to talk to, and I contacted them for an appointment. Three weeks later, I had my first appointment.



Speaking with a professional was very helpful and I used all of the free sessions that I was provided by my EAP. Once those sessions were all used, my therapist and I parted ways, with no option to continue seeing him; pretty standard for other EAPs. I was grateful for the help, but I could see how some people would give up looking for help when faced with any number of challenges. If I thought there was another option, I may have walked away from the process at any one of the inconveniences I experienced. I had to track down the EAP access from a Company website which didn't feel private. The approval process to use the EAP took two days before I could begin to search for a therapist on my own, despite having no prior experience doing so. A few times during the three week wait before I first spoke to the therapist, I was thinking of backing out, but I'm glad I didn't.

## USE YOUR MOSAIC COUNSELING EAP IN 3 EASY STEPS

Mosaic Counseling's EAP is very different from my own experience, which makes using the EAP, and being connected to the *right* therapist, so much easier to achieve. The three step process is quick, guided, and makes continuing to see your therapist easier and more affordable than you think. Also, thanks to the Health Insurance Portability and Accountability Act (HIPAA, 1996), your usage and experience is completely private from your employer and co-workers.



### STEP 1 THE CALL TO USE YOUR EAP



Deciding to make the call is a big step and what happens after you dial the number is vitally important. Our Director of First Impressions, Karen, is highly experienced in making this first step easier. Simply tell Karen your name and that your employer offers the Mosaic EAP and you're on your way. She will collect your info and help you schedule a free Intake appointment with a specialist, conducted in-person or over the phone, to match you to the right therapist.



### STEP 2 THE INTAKE SPECIALIST



The appointment with your Intake Specialist is the secret sauce for getting you to the right help. Your specialist listens to and considers your preferences in selecting a therapist, including your presenting issues, how far you're willing to travel, male or female, old or young, religious or not, if they take your insurance, or if you don't have insurance, and more. *So many factors* are important in selecting the right professional, and the Intake Specialist considers them all, to get you to the right therapist. You will also know what the cost will be to continue seeing your therapist, and it will be a rate that you can afford.



### STEP 3 SEEING YOUR THERAPIST



Once you have been referred by your Intake Specialist, it is time for you to schedule your own appointments. If you have insurance, we will work to make sure your therapist is in-network and you can use your benefits. If your insurance cost is too high, we will determine a fee that is affordable for you to continue seeing your therapist. If you experience difficulty using your EAP, please call the Mosaic office or send an email to [chris@mosaiccounseling.com](mailto:chris@mosaiccounseling.com). While the EAP is not an emergency service, you will be connected to the Intake Specialist and your therapist quickly.

Only *you* can decide if counseling is right for *you*, but it is our goal to make every step of the process affordable, accessible, and efficient. Our objective is to connect you to the *right* professional therapist to bring you the hope and healing you deserve. We believe that mental health services should not be a luxury and great employers like yours agree with us, which is why they have provided you and your family with this incredible free benefit. 🌈