

Employee Assistance Program (EAP): How to Connect to Care

Reaching out for counseling should not feel more stressful than the situation itself. Below is a summary of what you can expect when you call the Employee Assistance Program.

Step 1: Call your country specific number to speak with a licensed counselor, also known as a Care Advocate

Care Advocates provide immediate support and guidance.

The process starts with a telephonic conversation that gives the counselor information about your concerns including questions around symptoms, duration, prior care received and personal safety. During this conversation, a recommended care plan will also be reviewed.

Your Care Advocate will ask about your needs, preferences and choices for care, including whether virtual or in-person care is desired or if preferences for age, race, religion, gender identity or LGBTQIA+ status for example.



What is a Care Advocate?

Care Advocates are licensed and experienced counselors whose role is to understand your needs and interests, provide in-the-moment support and build a personalized care plan. This highly trained professional serves as your ongoing advocate to help guide you through your care journey. If you ever have any questions or concerns about your care, contact your Care Advocate for guidance, support and additional resources.

Country	Freephone	Direct dial
Angola	n/a	+244-226434522
Argentina	08006663495	+54-1152198862
Australia	1800730931	+61-280466416
Austria	0800291381	+43-720902399
Azerbaijan	n/a	+1-9193410269
Belgium	080081905	+32-27006351
Bosnia and Herzegovina	n/a	+1-9193410270
Brazil	08005918055	+55-1135007922
Brunei Darussalam	n/a	+1-9842982763
Bulgaria	080046024	+359-24901164
Canada	8778474525	+1-4169562979

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Country	Freephone	Direct dial
Cayman Islands	18335121563	+1-3457498385
Colombia	018005185158	+57-6063111547
Croatia	0800777921	+1-9842982732
Cyprus	n/a	+357-23030219
Czech Republic	800701384	+420-239018289
Denmark	80609317	+45-43310402
Egypt	08000060492	+1-9198663065
Equatorial Guinea	n/a	+1-9193410275
Estonia	8000100432	+372-8804676
Faroe Islands	n/a	Yet to assign
France	0800914821	+33-142918533
Germany	08007237177	+49-8920194054
Ghana	307084846	+1-9198663068
Greece	8008481689	+30-2111982709
Guyana	n/a	+1-9193410282
India	0008000503110	+91-8066080031
Indonesia	0018030152055586	+62-2150918368
Ireland	1800490390	+353-12612700
Italy	800727463	+39-0287103897
Latvia	80002719	+1-9849206846
Lithuania	880030455	+1-9842982738



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Country	Freephone	Direct dial
Macedonia (North Macedonia)	n/a	+1-9842226954
Malaysia	1800813770	+60-377240442
Malta	n/a	+1-9193410286
Mexico	8006811529	+52-5585264935
Netherlands	08000222285	+31-207038360
New Zealand	0800452908	+64-48303479
Nigeria	07080601517	+1-9849206870
Norway	80017022	+47-24055493
Panama	8002602	+1-9842226949
Philippines	180018880713 and 180089180105	+63-283953455
Poland	008001410101	+48-222922700
Portugal	800180026	+351-214542163
Qatar	00800101750	+1-9842226906
Romania	0800360218	+40-316300237
Russian Federation	88001009480	+7-4999516690
Saudi Arabia	8008500235	+1-9842226455
Singapore	8008528674	+65-31583353
Slovakia	0800042406	+421-268622480
Slovenia	080488824	+1-9193410237
South Africa	0800991252	+27-875502320
South Korea	0808800489	+82-7047320469



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Country	Freephone	Direct dial
Spain	900838416	+34-918368897
Sweden	020980730	+46-775757455
Switzerland	0800802481	+41-445112462
Thailand	1800018145	+66-21056145
Trinidad and Tobago	18002030076	+1-9842226961
Ukraine	0800501027	+380-893240489
United Arab Emirates	800035704696	+971-600575178
United Kingdom	0800243458	+44-2089876230
United States	n/a	+ 1- 888-881-5462
Uruguay	0004162045729	+1-9842048558

Step 2: Receive your referral

Within 24-48 hours, you will receive a referral to a counselor with confirmed appointment availability. (Note: Requests for specific provider criteria may result in slightly longer wait time for an initial appointment.)

Be sure to check your voicemails and spam emails for referral information.

Referrals will be aligned with your needs and preferences as discussed on the initial call. If desired, your Care Advocate can assist with scheduling your initial appointment.

Step 3: Short-term counseling

Attend your first appointment at the scheduled date and time.

Schedule all follow-up appointments with your counselor directly.

Contact your Care Advocate directly via phone or email (or the toll-free number) for any further assistance, if needed.



FAQs

- 1. When is the EAP available?** The EAP is available 24/7/365 to support you and your household members.
- 2. Will my organization know if I use the EAP?** No. Use of the EAP is completely confidential unless you are in a life-threatening situation, and we need to take immediate action to protect your safety.
- 3. Is everyone who answers the phone a counselor?** Yes, the EAP is staffed around-the-clock by licensed counselors who can provide immediate telephonic support.
- 4. What types of problems can the EAP help me with?** The EAP can assist you with a variety of common concerns including depression, anxiety, stress, relationship problems, grief and loss, alcohol or substance abuse, anger management, work-related pressures and more.
- 5. How many counseling sessions are offered through the EAP?** Access to six (6) no-cost counseling sessions per concern through the program.
- 6. Are both in-person and video counseling offered?** Yes. Your Care Advocate will help you decide which option is best for you.
- 7. Can I specify which counselor qualities are most important to me?** Yes. Your Care Advocate will assist you in locating a counselor that meets as many of your unique preferences as possible. (Note: From time to time, requests for certain preferences may result in slightly longer wait times for an initial appointment. Your Care Advocate will always offer choices and help you understand your options.)
- 8. Other than counseling, what other services are available to help me?** In addition to in-person and video counseling, the EAP also offers text therapy, emotional fitness coaching, digital behavioral health, and a variety of self-serve toolkits, all of which can be accessed via the EAP web or mobile portal.
- 9. What if I need additional help?** If you need care beyond short-term counseling, your counselor and Care Advocate will work together to connect you to the care you need.
- 10. What if I don't want to call and would like to access services another way?** There are a variety of additional program access point on the web and mobile portal, including a digital Mental Health Navigator. To access Navigator, simply click on the "Start Here" tile on the dashboard. Once you complete a brief online assessment, your personalized Emotional Fitness Report will be displayed along with recommended next steps. From there, you can connect to the care option that best matches your interests with the click of a button.
- 11. Does the EAP offer any other services?** Yes. In addition to in-the-moment support and short-term counseling, the program also offers free legal consultations, financial consultations and referrals for childcare, eldercare and more.
- 12. Who can help me if I have any difficulties, questions or concerns?** Your Care Advocate will ensure you are connected to the care you need. You can contact your Care Advocate directly, or you may call the EAP any time 24/7 for immediate assistance.
- 13. Is there a web portal where I can find more information?** Yes. To access the EAP web portal, go to supportlinc.com group code: nobleservices, or call our country specific phone number



Download
the mobile
app today



supportlinc.com
Group code:
nobleservices