

YOUR EAP



INTEGRATED PSYCHOLOGICAL SERVICES
EMPLOYEE ASSISTANCE PROGRAMS INC.

National Headquarters
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Columbus, OH 43219

614/475-9500
800/886-1171

www.matrixpsych.com

EVERYONE EXPERIENCES

personal problems from time to time, but sometimes these problems can be overwhelming. Employers everywhere know that associates who are distracted by personal problems cannot do their best on the job. By establishing an Employee Assistance Program (EAP), your employer is encouraging you and your family to seek help when a problem first appears and can most easily be resolved, at no cost to you.

All Matrix EAP services are strictly confidential. No information about your case can be released without your written consent. Under no circumstances will any information about personal problems become part of personnel records without your permission.

The Matrix EAP has a number of services available to help you and your family:

CONFIDENTIAL COUNSELING

Your employer has contracted with Matrix to provide counseling sessions with a psychologist for you, your spouse, and/or your dependent children at no expense to you. Most cases referred to the EAP will conclude within the sessions provided, but if you need more sessions than the EAP provides, you may continue to see your psychologist under the terms of your health insurance or you may be referred to another therapist. In either case, your insurance will be billed and you will be responsible for any co-payments and deductibles.

You and your family can contact the EAP personally and privately. To schedule an appointment, simply call Matrix at 614/475-9500 or 800/886-1171 and our experienced staff will help you schedule an appointment with a psychologist at a time and place that is convenient for you. Telephone coverage is provided 24 hours a day. If you are experiencing an emergency after hours, please call 800/886-1171 and immediately speak with a trained crisis counselor.

LEGAL AND FINANCIAL RESOURCES AND REFERRALS

In the case of legal or financial concerns, you can call Matrix at 614/475-9500 or 800/886-1171 to arrange for a free telephone consultation with an attorney or financial counselor, or you can decide to see an attorney at his/her office for a free half-hour session. You may not use the Matrix EAP for any legal actions against your employer.

HELP WITH ELDER CARE ISSUES

Employees and their spouses faced with more involved elder care issues can access free elder care resources and referrals through the EAP. Specially trained geriatric professionals are available via telephone to listen to your concerns, answer your questions, and put you in touch with community resources best suited to your needs, anywhere in the country. Employees may access this service by calling Matrix in at 614/475-9500 or 800/886-1171.

WEBSITE RESOURCES

Our website, www.matrixpsych.com, has special pages for all employees of our EAP clients. These pages offer all employees and their families a number of helpful resources, including:

- Customized answers to frequently asked questions about the EAP
- A library of links to other helpful mental health resources, such as articles on depression and anxiety
- Access to free work and family resources and referrals, including child care, elder care, pet care and fitness locators; adoption resources; and college planning tools
- Space to email a Matrix psychologist with confidential questions or concerns. A psychologist reviews each of these emails, and then recommends a "next step" for the individual, which may include setting up an appointment with a psychologist. This exchange does not in any way take the place of face to face counseling; it merely provides individuals another way to access the system in a way that might be more comfortable as a first step

CONTACT MATRIX FOR
ASSISTANCE WITH:

Abuse survivors
Alcoholism
Anger management
Anxiety
Attention deficit/learning disabilities
Caregiver issues
Children issues
Coping with medical conditions
Crisis Intervention
Depression
Domestic/family violence
Drug abuse
Eating disorders and obesity
Eldercare
Employment stress
Family issues
Grief and loss
Interpersonal difficulties
Marital issues
Management issues
Mental or emotional illness
Multicultural issues
Parenting issues
Sexual orientation issues
Stress
Work performance issues
Any other concern

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