How To Use Your EAP

Three easy steps...

1. Schedule a confidential appointment with a licensed therapist at one of the CAI locations convenient to your home or office. Call during the office hours of 8:00am-5:00pm Eastern Standard Time for personal assistance.

2. When you call, you will be asked a few questions such as your name, the name of your company and your presenting problem or concern.

3. Upon arrival, your counselor will ask you to fill out a Client Information Form and to sign a Statement of Understanding, informing you of the number of sessions available.

Notes

Cameron And Associates, Inc.

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Get To Know Your EAP

Cameron and Associates, Inc.

Who is CAI?
Cameron and Associates, Inc. (CAI) is an Employee Assistance Program (EAP) consulting firm who offers assistance to troubled employees and their family members.

What is an Employee Assistance Program (EAP)?
An Employee Assistance Program (EAP) is a confidential counseling program designed to help employees and family members who have personal problems that could interfere with their job performance and family life.

Why does your company offer this program?
Your company believes their employees are their most valuabe asset. Your company recognizes that personal problems can affect job performance and that you, the employee, may be unable to resolve these problems alone.

What does the EAP cover?
Employees and their family members can receive confidential, professional counseling from our licensed therapists in the areas of marital troubles, adolescent, family, grief, stress, alcohol & drug abuse, emotional, financial, eating disorders, aging parents, career or any personal trouble that could interfere with your job performance.

Is the program confidential?
Yes, whether you are self referred or referred by a supervisor, all information remains strictly confidential unless you, the employee, sign a release of information form which will legally allow CAI to notify only those individuals specified in the release to receive information.

Who can use the EAP?
All full-time employees and their family members who are living in the household. All other household members are also eligible to use EAP services.

Where do I go for help?
CAI has offices nationwide. The corporate office is located in Atlanta , Georgia. When you call the toll free number or the local number, a representative will assist you with a convenient location.

Can I call any time?
CAI counselors may be contacted 24 hours a day, 7 days a week for emergencies by calling the toll free number (800-334-6014 or locally 404-843-3399). When scheduling an appointment, we suggest that you call during office hours (M-F 8:00am-5:00pm) for personal assistance.

What happens once I make an appointment?
A licensed clinical professional will assess and evaluate each employee or family member's situation to determine the appropriate level of intervention needed and then recommend the most suitable and cost effective method of service.

What happens to my records?
All records are the property of CAI. At no time are our records a part of your company personnel records.

What happens if I need hospitalization?
If inpatient treatment services are needed, your counselor will assist you with assessing services through your medical benefit plan if applicable, or through community resources.

How soon can I get an appointment?
We will offer you an appointment within 48 hours of your call. All emergencies are scheduled within 24 hours.

Who will know that I have called?
No one, unless you tell them. Your confidentiality is protected by CAI whether you are self referred or referred by your supervisor.

How much does this service cost?
The EAP is a pre-paid benefit provided by your employer for you and your household members. A designated number of sessions are available to you. You are not responsible for paying for EAP services within the designated number of sessions allowed. However, if services are assessed to be outside of the EAP scope, then you will be referred to your medical benefit plan or to community resources for further assistance. If you go beyond the designated number of sessions then the cost will be your responsibility.

Remember

If you find that you cannot keep a scheduled appointment, we politely ask that you call within 24 hours of your appointment, to cancel. We will gladly schedule another appointment at your convenience.