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## Deer Oaks EAP Services Frequently Asked Questions

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- 1. Who can utilize Deer Oaks EAP services?**

Texas A&M benefit-eligible faculty and staff employees as well as their dependents/household members are eligible for services through Deer Oaks EAP.
- 2. How will eligibility be checked?**

Individuals who contact Deer Oaks EP will be asked the name of the organization to confirm eligibility. Eligibility for Texas A&M employees is based on a headcount provided by System Office.
- 3. Will Deer Oaks EAP provide couples therapy?**

Yes, Deer Oaks offers individual, family, couples and group counseling.
- 4. Will Deer Oaks EAP provide couples therapy with my non-married significant other? Or will my significant other have to be benefits eligible?**

Yes, services are extended to dependents and anyone who resides in the household regardless of relationship including non-relatives.
- 5. How many sessions will I get and how often can I utilize these sessions?**

EAP services are intended to be short term in nature. Deer Oaks will cover up to five, confidential short-term counseling visits per issue.
- 6. Will couples therapy count as part of my sessions or can I see a provider for individual and couples therapy at the same time?**

Short term counseling issues cannot be combined. The triage counselor will determine the type of short term counseling recommended based on presenting issue.
- 7. Are options for couple's therapy the same as those for individual therapy?**

The type of short term counseling is based on clinical appropriateness.
- 8. If I previously met with a provider, will my records automatically be transferred to Deer Oaks EAP?**

If you would like to request for your records to be transferred to a Deer Oaks provider, you can (a) sign a release of information form with your Deer Oaks EAP provider or (b) call the EAP at 845-3711 to coordinate signing a release of information.
- 9. What options do I have after I utilize my session limit?**

Individuals will be referred to a provider through their health plan (medical insurance).
- 10. What type of referral options are available to me through Deer Oaks EAP?**

Counselors provide referrals to community resources, member health plans, support groups, legal resources, and child/elder care services.
- 11. Will supervisory or employee mental health support be available to me if I have questions or concerns about my colleagues?**

Yes. Deer Oaks offers unlimited management (supervisory) consultations.

**12. What type of psychiatric support/referral options are available to me through Deer Oaks EAP?**

If the presenting issue is not short-term, then a Work-Life referral to a mental health provider or community resource will be provided.

**13. Will I have to use personal or sick leave to see a Deer Oaks EAP provider?**

No.

**14. Will I get to select my Deer Oaks mental health provider?**

Deer Oaks will make every effort to coordinate a referral to the EAP Counselor requested by the participant. EAP Counselors are selected based on clinical experience in presenting issue and availability.

**15. How long is the average waiting period/ turnaround to meet with a Deer Oaks mental health provider?**

A confirmed match referral is provided within 3 business days after the initial triage call. The EAP Counselor will have availability for an appointment within 3-5 business days.

**16. Will HR Liaisons continue to be required to complete EAP training as part of their required training?**

We are in the process of evaluating the type of training that will be required of HR Liaisons. Further information will be forthcoming.

**17. What support will I have regarding University drug and alcohol testing procedures?**

The University drug and alcohol testing program will continue to be administered through the Division of Human Resources and Organizational Effectiveness. The administration of this program will fall under the Benefit Services department.

**18. Where can I go for more information?**

For information or a referral, call the **Deer Oaks EAP toll-free Helpline at 1-888-993-7650** (available 24 hours a day, 365 days a year) learn more about Deer Oaks EAP at [employees.tamu.edu/eap](http://employees.tamu.edu/eap)