

# Employee Assistance Program (EAP)

## Caring for Caregivers

*Caring for Caregivers* is comprised of several programs that are available to employees and dependents when they need solutions, information, or guidance with issues such as marital problems, child care or elder care matters, financial difficulties, work concerns, or addiction and recovery. Expert, confidential and free support is available through:

- Licensed Professionals Health Program — 216-444-7023
- CONCERN Employee Assistance Program — 216-445-6970
- Wellbeing Resource and Referral Services:
  - Family Dependent Care Specialist — 1-800-445-1641
  - Legal Assist Specialist — 1-866-707-5385

These programs offer employees and their dependents confidential assessment, short-term counseling, and resource and referral services **at no charge**. Services are **confidential**, and all records are kept separate from medical and employment records.

It is not necessary to be enrolled in EHP Total Care to access these benefits; however, a *Caring for Caregivers* Provider must be used. While there is no charge for the programs, if a referral is made for services outside the program, the member will be responsible for any charges not covered by EHP Total Care.

For information, visit the *Caring for Caregivers* page on the Cleveland Clinic Intranet at <http://portals.ccf.org/caregivers> or contact the phone number(s) listed above. Following is a summary of each program.

- **The Licensed Professionals Health Program (LPHP)** is a restorative service created to help licensed health professionals overcome impairment: **substance abuse, chemical dependency, or other mental or physical illnesses**. Many healthcare professionals are at an increased risk for impairment due to professional responsibilities compounded by the distinguishing features of practice. These factors can increase the chances that a healthcare professional will be impacted by one of these issues. If left unresolved, many professionals may find themselves in a position where not only their personal lives are affected, but their professional career is also at risk. The program provides:
  - Consultation/guidance to those concerned about a licensed health professional's functioning and practice
  - Assistance with obtaining appropriate evaluation and treatment for the licensed health professional
  - On-going monitoring of the professional's progress in recovery
  - Facilitation and coordination of return-to-work and re-entry to practice
  - Support and advocacy for licensed health professionals, and leadership
  - Educational programs
- **The CONCERN Employee Assistance Program (EAP)** offers private and confidential assessment, short-term counseling, and follow-up services to employees and their immediate family members (residing in their household). Common problems may include family or relationship issues, stress or emotional problems, work-related problems, alcohol or drug use, grief/bereavement issues, legal matters, financial pressures, or other personal challenges. Appointments are provided at several convenient locations with evening and Saturday availability.
- **The Wellbeing Resource and Referral Service** provides free, confidential, 24/7 access to comprehensive online resources, articles, interactive tools, self-assessments, self-search databases for dependent care and Legal Assist program resources. After logging on to the website, a toll-free number is available for personal assistance from a Family Dependent Care Specialist at 1-800-445-1641 or Legal Assist Specialist at 1-866-707-5385. The website can be accessed from the Cleveland Clinic Intranet at <http://portals.ccf.org/caregivers> or via the Internet at <http://www.powerflexweb.com/1629/login.html>. The username is **clevelandclinic** and the password is **caregiver**.