



Your Benefit and Fees

You have been referred to VITAL WorkLife for assessment and/or counseling services through your Employee Assistance Program (EAP). VITAL WorkLife EAP provides assessment, referral and short term counseling for a specific issue to be addressed within a limited number of sessions. Sessions are offered to you, as the employee, and your family members. This counseling is paid for by your employer, and provided at no cost to you. You are expected to be on time for your appointments and give your counselor at least 24-hour notice if you are unable to keep an appointment.

In the event your counselor recommends continued counseling beyond the number of sessions authorized, or refers you for treatment beyond the scope of the type of counseling provided through VITAL WorkLife EAP, it will be your responsibility to determine whether or not those outside services are covered under your medical benefit plan and to pay any charges for services not covered by your medical benefit plan. Examples of these referrals could include specialized counseling, court ordered evaluations, diagnostic or Rule 25 assessments or psychological evaluations. These recommendations could be made during the course of your EAP sessions, or when they are completed. Check with your employer's benefits representative before you engage in services provided by resources other than VITAL WorkLife EAP.

Confidentiality

It is important you understand the confidentiality of the communications between you and your counselor. Unless you authorize disclosure in writing, no information about you or the records of your counseling sessions will be given to third parties, except under the circumstances identified below.

The circumstances when your counselor may be required to disclose confidential information to appropriate authorities without your permission are:

- Your counselor believes you might harm yourself or someone else. Such a disclosure could include information indicating impairment sufficient to pose a life-threatening situation at your workplace.
- Your counselor suspects abuse or neglect of a child or vulnerable adult may be occurring or has occurred.
- A judge orders your counselor to comply with a court order or subpoena to provide information in connection with a legal proceeding.
- You have been mandated to VITAL WorkLife by your employer. Your counselor may share results of assessment and recommendations with your assigned VITAL WorkLife case manager, although cannot disclose any information to your employer.

No Shows/Late Cancellations

In order to assure all EAP clients are able to schedule appointments in a timely manner, we ask that you please be courteous and notify your provider within 24-hours of your session of your need to cancel or re-schedule if you are not able to make your original appointment. That will give the provider the opportunity to schedule someone else into that time period. NO SHOWS and LATE CANCELLATIONS (less than 24 hours in advance) will count as one of your EAP sessions.

Complaints and Grievances

If you have a complaint concerning a person associated with VITAL WorkLife EAP, the quality of services or any other aspect of the EAP, you may register the complaint with our Service Delivery Department by calling 800.383.1908. In addition, VITAL WorkLife staff may follow up with you by email to evaluate service effectiveness and your satisfaction.

I have read this statement and acknowledge its conditions.

Signature of client or legal guardian

Date

Printed name of client