



IUEAP | IU Employee Assistance Program



IU Employee Assistance Program (IUEAP)

The IU Employee Assistance Program is a voluntary program that provides professional, confidential counseling to help individuals bring their life into better balance. Common reasons to use IUEAP services include:



- Stress management
- Family and marital problems
- Grief and loss
- Workplace conflict
- Depression
- Drug and alcohol abuse

All full-time Academic and Staff employees, Medical Residents, and eligible Graduate Appointees and Fellowship Recipients of Indiana University are included. Covered individuals also include members of the employee's household.

Matching needs with care

Requesting IUEAP services starts with a phone call during which an initial assessment will be done to determine the client's needs.

- When first calling to obtain services, clients can briefly discuss their problem and schedule an appointment to see a counselor within 48 hours.
- In an emergency, a counselor can be available by phone within minutes. If necessary, a face-to-face appointment will be arranged to stabilize the situation.
- Participants are eligible for a maximum of six, face-to-face visits per year.

Obtaining services starts with a phone call

888-234-8327

- 24-hour helpline
- 7 days a week, 365 days a year
- Multiple locations state-wide
- Emergency appointments

hr.iu.edu/benefits/eap.html

IUEAP staff qualifications

IUEAP clinical staff have expertise in areas such as depression, stress, alcohol and drug dependency, and family and marital problems. Every IUEAP counselor is state-licensed with multiple years of experience.

What people are saying about IUEAP

"I thank EAP and my counselor for all the support they gave me during the most difficult time I have ever experienced."



"I always remember the things that my counselor helped me through. I feel I've come a long way."

"My son has grown more confident and has been much happier. I give a lot of the credit to my counselor. My son really benefitted from the sessions, and I am so appreciative."

"I often repeat what my counselor told me when I get to feeling anxious."

Resource for supervisors

Supervisors of full-time Academic and Staff employees may use IUEAP as a resource for helping an employee deal with personal problems that may be impacting workplace performance or behavior. Please contact your campus HR office to determine if an employee referral to IUEAP is appropriate.

On-site crisis response

In the event of a traumatic situation in the workplace, such as accidental death, suicide, or violent crime, the IUEAP can arrange for onsite counselors to do critical incident debriefing.

**For assistance with an employee or crisis,
supervisors can contact IUEAP**

888-234-8327

Confidentiality is of the highest concern to Indiana University. All contacts with IUEAP are held in confidence in accordance with state and federal laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Using IUEAP services will not be recorded in your personnel record at work and your job security will not be jeopardized. In the event that your employer asks you to contact IUEAP for assistance, IUEAP will notify the referring supervisor whether or not you keep your first appointment. After that, no further information will be shared without your written consent.

Although IUEAP professionals are trained to protect your confidentiality, they are also trained to protect lives. In accordance with the law, IUEAP counselors must report child or elderly abuse, respond when subpoenaed, and disclose information to protect against criminal acts or threats or when an employee is suicidal, homicidal, or gravely ill.

The university's HIPAA Notice of Privacy Practices is given to employees eligible for IUEAP benefits and can be found at hr.iu.edu/benefits/needknow.html.

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