



Transition to Perspectives EAP FAQs (Frequently Asked Questions)

When does our new Employee Assistance Program (EAP) begin with Perspectives?

Your new EAP begins with Perspectives October 1, 2020. Login data, username, password, app details and telephone numbers will be provided closer to the October launch date.

Who is Perspectives?

Perspectives is a national EAP company. Perspectives EAP offers short term counseling, in the moment support, employee training as well as a website portal for work/life online issues including legal and financial assistance and elder/childcare referrals.

Further, Perspectives has a national reach which enables you and your family members to get services nationwide and internationally.

www.perspectivesltd.com

"Perspectives delivers high-quality services, consultation and resources to help businesses and their employees improve performance. We take pride in our strong partnerships with the organizations and individuals we serve. Locally. Nationally. Globally."

Our success begins with our commitment to create a world-class culture here at Perspectives and then helping develop the same for our customers. That's "walking the walk and talking the talk"



How do I connect with the EAP?

As of October 1, 2020, members will be able to contact Perspectives in a variety of ways which include: telephone, mobile app, text-based counseling, online through chat feature and email. We also offer videoconferencing counseling.

An access flyer will be provided with username, password, app details & phone # will be provided.



Who is covered under my EAP through Perspectives?

As a member of MEGA, you and your family members are all covered under the EAP.

How much do these services cost?

These services are offered to you free of charge and on a voluntary basis. The short-term counseling within the Perspectives EAP would be covered free of charge outside of any medical plan coverage that you may have in place.

If a need for longer term counseling is recommended (outside EAP short term counseling), your counselor can work with you to find a provider within your own or their family member's medical network.

What if I am seeing a counselor that I enjoy now? Can they contract with Perspectives as a network provider?

Perspectives offers a nationwide network however we are always looking to expand our network of providers. Should you have a provider that you are seeing now and they are interested in joining the Perspectives network, we welcome that conversation and can contact your provider for credentialing.

When can I use the EAP?

Once the plan begins on October 1, 2020, you can access Perspectives EAP 24 hours a day, 7 days a week & 365 days a year. Our representatives are Masters level and above clinicians that are trained to handle inquiries spanning from seeking advice about budgeting and eldercare resources to needing "in the moment" crisis support.

Who will I be communicating with when I contact the EAP?

Perspectives staffs only licensed clinicians who come from a place of compassion and understanding. Master's level and above clinicians are available 24 hours a day, 7 days a week and 365 days a year.

Perspectives provides MEGA two dedicated account managers to assist with coordinating training and fielding management referral consultations. Contact information will be provided.

What happens when I call/text/email/chat?

You will speak with a licensed, master's level clinician who will assess how they may help you. Our clinicians come from a place of compassion and will listen to what is presently happening for you and/or your "family" member.

- For therapeutic needs: Whether you need in-the-moment counseling, immediate coping techniques/strategies, or short-term counseling; our Access Center Counselors are here to help. If short-term counseling is recommended – our counselors will help schedule an appointment with an appropriate provider.



- For resources and/or referrals: Whether you are looking for legal or financial resources, childcare or pet care and anything in between – our counselors are there to assist and point you in the right direction.

How many times may I use the EAP?

Employees and their families are eligible for unlimited use of in the moment support and on-line referrals and resources. Short term counseling is available for up to six (6) sessions per person per issue; however, some issues/concerns may be resolved in less. Each referral will begin with an assessment and determination of the number of sessions necessary to address said issue/concern.

Are my inquiries to the EAP confidential?

Absolutely, yes. All calls or inquiries made to the EAP are held in strict confidence. No one will know that you individually reached out to the EAP or any details of why you reached out to the EAP.

Can I contact the EAP if I have a non-urgent question or referral need?

Absolutely, yes. We are available 24 hours a day, 7 days a week and 365 days a year to answer urgent and non-urgent inquiries. Flyers including other services will be provided.

How do the Training Hours Work and are presentations online or in person?

There are 172 pooled hours of training available for all of MEGA which equates to 1 hour per group. At this current moment with COVID-19 and social distancing, we are providing seminar trainings via zoom platform. The training hours are counted by our presentation time and not by number of attendees.

For instance, if one group looking for “Civility in the Workplace” seminar, that would be one hour of training time utilized and that group can have as many participants join the training. We track the 1 hour and not necessarily the number of participants towards the bank of 172 hours.

The training hours can be used for orientations and seminar topics. There is a handout with a listing of seminars available.

The skillbuilders, (self-guided online tutorials in all aspects of personal and professional growth) which are available through the online portal as of October 1, 2020, are available on an unlimited basis and do not count towards the training hours.

Under the current Pandemic conditions, onsite training has been put on hold but once it is deemed safe for in person meetings (adhering to social distancing and CDC guidelines), we will again be available to go onsite. In the meantime, seminar trainings are provided through Zoom or whatever videoconference platform you choose to use (GoTo Meeting, Microsoft Teams, etc.)