

do I have a choice of services?

Yes, the choice is always yours. You will be provided with information about community and regional resources, and you will be able to choose the one most suited to your need.

Please call if you think you might need help with a personal problem or a family problem.

what is short-term counseling?

Short-term counseling is a confidential service available through Aspirus Employee Assistance Services. It will provide you with up to eight counseling sessions to help resolve the problems you are experiencing. These sessions are by appointment with a qualified counselor or therapist at no additional cost to you or members of your family.

For those needing long-term counseling, referrals will be made from a directory of providers inside and outside the immediate area. All providers are carefully screened to assure that your needs will always be met.

If you feel you would like the help of a counselor, you can schedule an appointment by calling the helpline number. You will need to give your name, the name of your employer and that you are an employee or a household member of an employee. An appointment will then be scheduled.

We ask that you review this service with your family members.

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Help is available

Aspirus Employee Assistance Services has counselors available to help you and your family. You can call the confidential helpline 24 hours a day at:

800.236.4457

TDD# 715.845.4928

Remember,
Aspirus Employee
Assistance Services
is confidential.



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Passion for excellence. Compassion for people.

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Your Aspirus Employee Assistance Services



Help is available



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what is Aspirus Employee Assistance Services?

Everyone at some time is faced with personal problems. In most cases, we are able to resolve them effectively, but sometimes we need help.

Aspirus Employee Assistance Services is available for family or marital problems, alcohol or other drug abuse, financial concerns, emotional or behavioral difficulties or personal conflicts that seem unresolvable and you don't know where to turn for help.

how does the service work?

Aspirus Employee Assistance Services provides professionals to meet with you to confidentially discuss your specific concern, and help you identify community resources that may be needed.

Aspirus Employee Assistance Services is available to you and any member of your family 24 hours a day. Simply call the confidential helpline: 715-847-2772 or 800-236-4457 if you are calling long distance.

A staff member associated with Aspirus Employee Assistance Services will set a time to meet with you or to discuss the problem over the phone. The following services can then be offered:

- Identification of the problem.
- Plan of action to overcome the problem.

- Support and referral to community resources.
- Follow-up on services provided if requested.

what are the costs?

If you are referred to a community-based agency, the Aspirus Employee Assistance Services is available to help you determine if the cost of treatment is covered by your health insurance plan.

If services are not covered, Aspirus Employee Assistance Services staff can help you minimize the cost by making a referral to the most appropriate agency, based on your ability to pay.

what about confidentiality?

Any contact that you have with Aspirus Employee Assistance Services is confidential, whether that contact is by telephone or at a pre-scheduled meeting. All records of Aspirus Employee Assistance Services are also confidential.

why is this service being offered?

Quite simply, we are offering these services because we know that you are our most valuable resource. We want to retain our productive employees



and provide support for employees and family members.

The sooner a person's problem is identified, the better the chances are for successful resolution. But this requires the ability to recognize the danger signals, identify the problem and make a firm commitment to solve it.

who is eligible?

All employees, their spouses and their household members may use Aspirus Employee Assistance Services.