



## Statement of Understanding

Welcome to the Acentra Health Employee Assistance Program (“EAP”). An EAP is a confidential resource provided by your employer to help employees and their family members address personal and workplace performance concerns. According to the specifics of your benefit, Acentra Health offers short-term problem resolution, coaching, professional consultation, assessment and referral, and linkage to community resources.

**Confidentiality-** Acentra Health maintains strict guidelines on confidentiality in accordance with State and Federal law. Your employer will not be informed about your use of this service or information you share without a signed consent to release information or records. When matters of safety are paramount and in accordance with the law, certain situations necessitate rapid response and information may be shared to the appropriate parties. As required by law, we do not need your written consent to share information about your involvement with Acentra Health in the following situations:

1. We learn about child abuse/neglect or abuse/neglect of a vulnerable adult (elder/disabled)
2. You are determined to be an immediate threat to self-harm or a physical threat to others.
3. We are ordered by a judge to release our records.

**Fee-** There is no cost to you for the EAP services provided by Acentra Health. Should, however, you require longer term care or a specialized service, Acentra Health will assist in locating affordable care consistent with your health insurance and community resources. Your benefit plan may cover some or all these costs. It is your responsibility to verify eligibility before these services are rendered.

**EAP Services-** All EAP services are voluntary to employees and their family members. Certain employer-based referrals will request limited information about participation and Release of Information (ROI) forms detailing this will be presented for your signature.

**Self-Referrals-** Employees and family members are encouraged to contact EAP on their own behalf to proactively pursue resolution to problems that may surface in a confidential manner.

**Formal Referrals-** Human Resources or your Manager may recommend contacting EAP due to a concern about job performance. This team approach is an effort to increase resources for issues that may be interfering with maintaining satisfactory performance. This approach commonly monitors the employee compliance throughout their involvement and reports this to the referring manager. ROIs are required for this communication to take place. No other information is shared.

**Mandatory Referrals-** Due to policy violation or in lieu of termination an employee may be referred to the EAP. As per policy and with signed ROI, employee compliance with attendance and treatment recommendations are communicated to the referring manager. In some policy violations, additional information may be communicated, such as results of drug and alcohol tests, and will be indicated on the ROI.

I acknowledge review of the Statement of Understanding

EAP participant signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Health Insurance Portability & Accountability Act of 1996 (HIPAA) requires that a notice of Privacy Practices be given to the client.

I have reviewed the Statement of Understanding with the above client and provided a copy of a notice of Privacy Practices.

Affiliate signature: \_\_\_\_\_ Date: \_\_\_\_\_

Notice of Privacy/Information Practices form:

- Given to Client       Mailed       Client directed to website       Client refused