



Navigating Your Mental Health Benefits

The following information is intended to help you understand your short-term and long-term mental health options. For more information, contact your health plan administrator.

What mental health services does EAP provide?

EAP, or Employee Assistance Program, is an employer-sponsored benefit that provides a set number of short-term counseling visits (set by the employer) with a licensed clinician in private practice. EAP counseling visits are available in-person and via video. Employers provide an EAP as a gateway to short-term care and to provide important crisis intervention. EAP does not provide long-term counseling.

How do I access more counseling visits than is covered by EAP?

Long-term counseling is covered by the medical plan or managed behavioral health benefit, which is separate from EAP. To understand your behavioral health benefits or coverage, contact the number on your medical card, or reach out to your doctor for a referral.

Can I continue working with my EAP provider after I use my free EAP sessions?

Yes, you can continue to work with your EAP provider. You can either segue to self-pay or access managed behavioral health benefits if provided by your medical plan. If you know you are looking for long-term counseling, contact your medical plan first for a list of eligible providers and then contact Claremont to determine if any of those providers are on the EAP panel. That can ensure seamless, ongoing treatment for a long-term issue.

What is the difference between EAP and managed behavioral healthcare?

EAP offers a set number of visits with no co-pay. Your managed behavioral health benefit (typically provided by your medical plan), authorizes visits based on the severity of the presenting problems. Your managed behavioral health benefit also provides other services such as prescriptions for anti-depressants and other psychiatric medications. Generally, visits through your managed behavioral health plan are subject to the same deductibles and co-pays as a regular office visit through your health plan.

What if I need help navigating my health plan?

Claremont can help connect you with your managed behavioral health plan. While Claremont cannot authorize care on behalf of the health plan, a Claremont EAP Counselor can call your health plan with you to ensure you are connected with appropriate services.



Call toll-free
800-834-3773
claremonteap.com