Why people come to see us.

Our licensed professionals are able to work with you to address whatever issues you wish to discuss. Some of the more common problems include:

- Marital & relationship conflict
- Depression
- Family & child issues
- Stress
- Alcohol and drug use
- Anxiety
- Self-esteem
- Work and career
- Sexual and physical abuse
- Conflict with others
- Critical incident stress
- Grief and loss
- Health
- Managing change
- Addictions
- Life transitions

We all struggle from time to time with problems resulting from life’s demands and pressures. Some issues can be solved alone; others require help. These problems can affect our emotional well-being, job performance, home life and health. WellSpan EAP provides confidential, professional care to help individuals identify and resolve personal and workplace issues. Life happens. We can help.

What is the WellSpan Employee Assistance Program (EAP)?

WellSpan EAP is a confidential and voluntary program that provides face-to-face assessment, short-term counseling, referral and follow-up services. It is designed so that employees and their dependent family members can seek help without worrying that someone at work will find out about their problem.

What about confidentiality?

Your privacy is protected by strict confidentiality laws as well as professional ethical standards. Details of your participation and your discussions with EAP cannot be released to anyone without your written consent, except in extreme cases where you represent a danger to yourself or others.

What does it cost to use the EAP?

It’s free. The EAP is a prepaid benefit purchased by your employer. There are no charges for employees or their dependents utilizing EAP sessions covered under an employer’s plan. You are automatically enrolled in the program.

How do I make an appointment?

- To request WellSpan EAP services in south central Pennsylvania, please call the participating office location that is most convenient for you (an expanded provider listing is available online at WellSpanEAP.org).
- For additional providers or to request WellSpan EAP services anywhere else in the continental U.S., simply call 1-800-673-2514. We’ll refer you to a participating WellSpan EAP provider in your area.

What happens after EAP sessions?

For many people, a few visits with an EAP counselor are enough to identify and resolve a problem. For others, additional services may be recommended.

Office Hours

Office hours vary by provider and location. Many providers offer evening hours during the week. Your provider’s office will work with you to find an appointment time that meets your needs. Emergency services are available 24 hours a day, seven days a week. Individuals in crisis can call our crisis intervention hotline toll-free at 1-800-673-2496 to speak directly with a crisis counselor.

WellSpan EAP offers more than just counseling services.

Visit our web site for free online resources, health and wellness information and an expanded provider listing at WellSpanEAP.org

If you have any feedback or questions regarding the EAP or you experience any customer service issues, we want to hear from you!

Please call our customer service team at 1-800-673-2514, Monday through Friday, 7:30 a.m. - 4 p.m. (EST).