

City of Boise
Employee Assistance Program
with Business Psychology Associates

EMPLOYEE ASSISTANCE PROGRAM

Your Employee Assistance Program (EAP) provides professional, confidential counseling help for personal problems at no cost to you. Your EAP delivers the best in professional knowledge and practice to produce improvements in quality of life, greater productivity and a healthy functioning workplace.

HOW MANY SESSIONS DO I HAVE?

Members of the City of Boise have 1-6 sessions per incident per program year available.

WHAT DOES IT COST?

The EAP sessions are no cost to you or your dependents provided you acquire pre-authorization for an in network EAP provider from Business Psychology Associates (BPA). Referrals beyond the initial 6 EAP sessions or referrals to a provider outside the EAP network are subject to your health plan's Mental Health benefits or self-pay.

WHO DO I CALL?

Call 1-800-726-0003. The EAP Hotline is staffed during regular business hours. If your call is urgent and you cannot wait for face-to-face counseling, let the Hotline staff know. Counselors trained in handling crisis are available 24 hours per day. If safety is an immediate concern, call 911 or proceed to your local emergency room.

WHAT KIND OF PROBLEMS DOES THE EAP ADDRESS?

The EAP is designed to address a wide range of personal problems and issues. Often these include emotional or behavioral issues. Sometimes, it may be a financial or legal issue that creates stress in your life. People use the EAP to help resolve marital, family or work problems. The EAP may be instrumental in addressing alcohol and drug dependency problems.

WHO WILL KNOW THAT I'VE USED THE EAP?

No one. The EAP component of your benefit plan provides services that are private and confidential. No information is released to your employer, other than utilization rates, unless you sign a release of information.

WHO WOULD I SEE?

The customer service representative will refer you to a provider which can help with your concern as identified by you during the initial call to the hotline. All counselors have professional degrees along with many years of experience, state licensure, and are fully insured. A referral would be made to a Network Provider that would best meet your individual needs.

WHERE ARE EAP PROVIDERS LOCATED?

There are EAP providers throughout the country, in rural as well as urban areas. When you call the EAP Hotline at 1-800-726-0003, a list of providers will be given to you so you may call and make an appointment.

HOW DO I LOG IN TO THE WEBSITE?

Go to www.bpahealth.com. To view the general benefits you have available as well as access the Work Life benefits, you may login using your City of Boise plan's toll free number 8007260003. There are also many articles, tools and calculators to use in the Resource Links and Library.

HOW DO I ACCESS MY LEGAL, FINANCIAL, ID THEFT ASSISTANCE SERVICES?

Simply call BPA's hotline at 1-800-726-0003 and ask to get referrals in your area.

HOW CAN THE LEGAL SERVICE HELP ME?

The legal consultant will refer you to a local attorney for a no cost 30 minute face to face consultation or to a nationwide network of attorneys for a telephonic consultation of up to 30 minutes. In the event that you wish to retain a participating local attorney after the initial consultation, you will be provided with a preferred rate reduction of 25% from the attorney's normal hourly rate in most instances.

HOW CAN THE FINANCIAL SERVICE HELP ME?

A financial counselor can address questions on all matters of financial management including debt reduction, home buying, budgeting, foreclosure and bankruptcy prevention.

WHAT IS ID THEFT ASSISTANCE?

Provides you with a telephonic, 30-minute consultation with a financial counselor to objectively assess your situation, create an action plan, and provide the knowledge and tools to implement that plan most effectively. You also have a 25% discount if you opt to self-purchase additional assistance.

WHAT IS EXCLUDED FROM THE LEGAL/FINANCIAL ASSISTANCE?

Preparing, completing or filing of federal, state or local tax returns, any legal questions or problems involving: antitrust, business matters, securities law, environmental torts, administrative law, trademarks, copyrights, patents, or other related matters.