

Employee Assistance Program

Thank you for utilizing the Aurora Employee Assistance Program (EAP). I am pleased to have consulted with you as a part of your free, employer-sponsored benefit. I hope that you'll utilize additional EAP services as the need arises.

Based on your current situation, we agreed that outpatient treatment would be most helpful to you. Outpatient treatment is not covered or paid for by the EAP.

Outpatient treatment is often paid through your health insurance benefits. If you use your insurance benefit, you will be responsible for any co-pay or deductible as detailed in your insurance plan. To insure that there is no confusion about any bills or charges for treatment, I'd suggest the following:

Call your insurance company before your first outpatient appointment to:

- Verify what your insurance will cover
- Ask about any deductible or co-pay
- Check the network status of your outpatient provider

Be sure to discuss payment arrangements with your treatment provider in order to understand their billing practices and to ensure that they can answer all of your questions.

If you have any questions or need additional help, please contact me through the Aurora EAP Intake department at 800-236-3231. We look forward to serving you in the future. Thank you for using the Aurora EAP!