FAQ's
Ask us YOUR question!

Q. How do I access EASE services?
A. Simply by phoning 1-800-882-1341

Q. What can I expect when I call the 800 number?
A. Most likely, you will be speaking directly with a counselor. Perhaps we can help you simply by talking right then on the phone. Or we can schedule a counseling appointment. Referrals to support groups or community resources are also given.

Q. Is my call confidential? Will my workplace know I've called?
A. All contacts are confidential. If you want anyone to know you are using EASE services, you will need to sign a release of information.
Q. What happens if I call after regular business hours?
A. Our office hours are from 8 a.m. to 5 p.m., Monday through Friday. However, our hotline is available 24 hrs with a live counselor to take your call. If you leave us a voicemail at our office, we will return the call during our next business day. If it is an emergency, an EASE counselor will direct you in contacting emergency services.

Q. Are EASE services only for workplace problems?
A. No. You may discuss any issues of concern to you—work, personal, or family. Common issues addressed are marital, parental, grief, depression, anxiety, stress, and frustrations on the job.

Q. Can members of my family use these services?
A. Yes, your immediate family members are welcome to use EASE services. If your child is no longer a minor, they must call our service directly.

Q. How many sessions am I allowed?
A. Three face-to-face sessions are authorized, and you may access EASE services as often as every six months. Phone inquiries are unlimited.

Q. Is there a fee for these services?
A. No, there is no fee for using EASE services. If you are given a referral to a community resource, that resource may have a fee.

Q. Do I contact EASE first before calling my health insurance?
A. No. You may contact your health insurance directly to establish counseling services.

Q. Can EASE provide financial assistance?
A. No, EASE does not provide financial assistance. What we can offer are referrals for debt management and credit counseling, as well as community resources for housing, food and utility assistance.