



The  
Solutions  
Group

## YOUR EMPLOYEE ASSISTANCE PROGRAM

*Understanding  
your program  
benefits:  
Employee Assistance  
Program (EAP)*

A free service for  
you and your family as an  
employee of the  
**State of New Mexico**



## WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?

*At times we all experience challenges at work or at home that affect our well-being and make it difficult to concentrate on our daily tasks. An EAP provides short-term counseling and referral services to help you address these challenges.*

### EAP Services are:

- Confidential
- Available around the clock every day of the year
- Free to employees and their covered dependents
- Accessible by:

toll-free number: **855-231-7737**

on-line: [www.solutionsbiz.com](http://www.solutionsbiz.com)

password: **sonmeap**



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## WHAT ARE EAP BENEFITS?

### *EAP Benefits include:*

- Assessment with a qualified EAP representative
- Short-term counseling with an EAP counselor
- Up to 3 sessions per problem per problem year
- Counseling sessions can be provided telephonically, through **live video visit** or in person with counselors located near your home or office.
- Simply call for an appointment
- Referrals to needed community resources
- Easy-to-use website



## WHAT ARE EAP BENEFITS For Managers/Supervisors?

### *EAP Organizational Benefits include:*

- On-Site Critical Incident Stress Debriefing
- Organizational Support via phone
- Coaching
- Webinar Training
- Supervisor/Management Referrals
  - Informal
  - Formal



## WHY DO PEOPLE USE THE EAP?

*People contact the EAP because of:*

- Emotional problems
- Stress
- Marital or family conflict
- Drug or alcohol problems
- Other addictive behaviors
- Grief
- Caregiving responsibilities
- Legal or financial problems
- Other personal issues



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## HOW DO I CONTACT THE EAP?

*Our professional counselors are available 24/7, 365 days per year and can be contacted:*

- **Simply call our toll-free number 855-231-7737 to set up your *in person or video visit* appointment.**



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## WHO CAN USE THE EAP?

*The EAP is available to all covered employees and their family members in the home.*



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## HOW MUCH DOES IT COST?

*Services provided are completely free of charge to you or your family members.*

- The EAP is a short-term benefit with a limited number of sessions.
- If your EAP counselor determines you need additional counseling services, he or she may refer you to counseling in your community. You would be responsible to pay for these services, but they might be covered or partially covered by medical insurance.
- We will work with you to make sure any referral for additional services, fits within your budget.





## ARE THE SERVICES REALLY CONFIDENTIAL?

*Your contact with the EAP is confidential to the fullest degree provided by law.*

- Your employer is never notified of your involvement with the EAP without your written permission.
- Confidentiality does not extend to cases of child or elder abuse; if you are a threat to yourself or others; or if you are under a court order.



# } USING OUR WEBSITE

- Sign onto: [www.solutionsbiz.com](http://www.solutionsbiz.com) and click on SONM Employee Assistance Program:



LOGIN

Wellness at Work »

SONM Medical Plan Members »

SONM Employee Assistance Program »



- Then click on “Enter Protected Area” and type in your password: **sonmeap**

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THIS IS A PROTECTED PAGE.  
PLEASE ENTER PASSWORD TO PROCEED.

Click Here to Enter Protected Area

YOUR EMPLOYEE ASSISTANCE PROGRAM

## Website Materials

State of New Mexico Employees  
(SONM)

Overview

For Employees

For Managers

Our Counselors

Recorded Webinars

Monthly Newsletter

Contact The Solutions Group



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## THE EAP IS HERE TO HELP

*Call the toll-free number if you need assistance  
or if you have any questions about your  
EAP benefits or work-life support.*

TOLL-FREE: **855-231-7737**

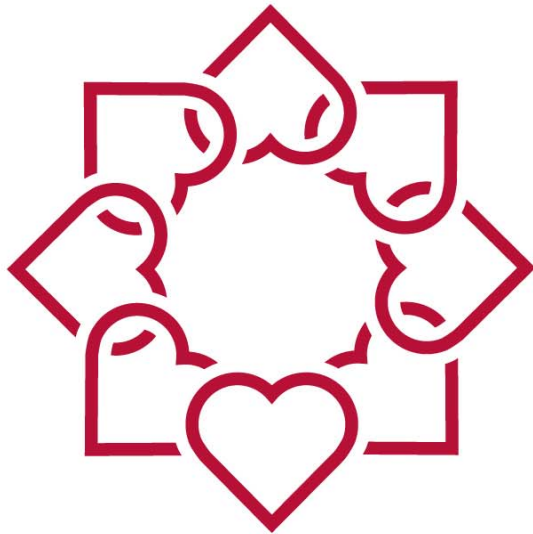
E-MAIL: **TheSolutionsGroup@phs.org**

WEBSITE: **www.solutionsbiz.com**

PASSWORD: **sonmeap**



# THANK YOU FOR ATTENDING



## The Solutions Group



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