

FAQs about your EAP (Employee Assistance Program)

At The Solutions Group, we understand the complex challenges facing employees at all types of organizations. Whether you are dealing with issues that are personal or work-related, your Employee Assistance Program (EAP) can help. Our goal is to help you problem-solve by offering short-term counseling, assessment and referral.



What is my Employee Assistance Program (EAP) Benefit?

The EAP is a free and confidential professional counseling program designed to assist employees and their eligible dependents with personal or work-related problems that may adversely affect job performance, health and or overall wellbeing. Our counselors are licensed professionals with extensive experience in the field of brief counseling.

Who can use my EAP?

EAP benefits are available to State of New Mexico employees and eligible dependents. Each employee and their dependent(s) receive up to six sessions per occurrence. The benefit is available upon date of hire. Should the issue warrant more long-term counseling, our counselors will refer you to your behavioral health benefit where a co-pay may be required.

What types of issues do you address?

We offer personalized solutions for issues including but not limited to:

Marital Conflicts	Anxiety	Depression
Drug/Alcohol Abuse	Grief and Loss	Relationship Issues
Family Challenges	Conflict Resolution	Child/Elder Care
Workplace Issues	Gambling	

Can I access the EAP if I've been terminated?

The EAP is accessible to terminated employees for 6 months following the date of termination. Employees and family members who access the EAP within this 6-month period will have a full year from the date of first visit to complete all six counseling sessions.

Can I contact The Solutions Group for referrals to community services or resources?

Yes. Employees and eligible dependents may contact The Solutions Group by phone at any time to explore available resources. Phone sessions that exceed 30 minutes will count toward the six available counseling sessions.

What does it cost?

The benefit is pre-paid by the State of New Mexico and is free to employees and eligible dependents.

Are services confidential?

Yes; all EAP services are confidential. Your written permission is required to authorize the release of your personal information. Exceptions include the possibility of harm to self/others, abuse of any kind, or subpoena by a court of law.

What if my experience with The Solutions Group is unsatisfactory?

At The Solutions Group we pride ourselves on paying close attention to the needs of both employers and their employees. If you have a negative experience with our organization, please contact us directly or reach out to your human resources department. We will investigate the complaint and make every effort resolve the situation quickly. If you find a counselor is not a good "fit" for you, simply ask to be booked with another The Solutions Group counselor.

How do I contact the EAP?

To schedule an appointment with an EAP counselor, please call 1-855-231-7737. After-hours access is also available 24/7/365.



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