



Your Confidential Counseling



Access Details:

Your Employee Assistance Program services are free, confidential, and always available 24/7/365.

*To access services call MINES or visit our website (contact details below) to complete a digital intake for EAP service.**

Our patient navigators are available to answer any questions you may have and help you access any of the EAP services available to you and your household members.

** Your company code is used to register for online profiles as well as complete online intake requests. If you do not know your company code, please call MINES for assistance.*

Your Free and Confidential Counseling Services

If you are distracted from work or are struggling with life situations including stress, burnout, substance abuse, trauma, compassion fatigue, or anything else, MINES can help. You and your household members have access to free and confidential counseling sessions conducted by MINES network clinicians.

MINES network has specialized providers with a variety of expertise and licenses including subnetworks for first responders, LGBTQ+, BIPOC communities and more, to help make sure referred providers are a perfect fit. Plus, MINES intake staff are available to help guide you through the entire process to make getting connected to help fast and easy.

- **Financial Counseling:** Did you know that with MINES EAP you can use a set of EAP sessions for financial counseling? MINES has expert financial coaches ready to help with in-depth financial topics including social security, medicare, power of attorney, debt counseling, bankruptcy, and more!
- **Intake and Navigation Services:** Your counseling sessions can be accessed by calling into MINES highly trained intake team, or by completing an online intake through our quick and easy digital intake service. Each intake involves a basic screening designed to help the MINES intake team determine the best way to help and to develop a plan for each individual.

Regardless of intake method, counseling referrals can be offered for up to three providers, as well as patient navigation services are offered so our staff can help you get connected quickly and easily. MINES intake staff can contact providers on your behalf to confirm details including availability and appointment times in order to ensure a fast and easy process.

- **Modalities:** Counseling can be accessed utilizing the following modalities:
 - Face-to-face: Traditional in-person appointments at a provider office.
 - Telehealth: Appointments conducted via HIPAA secure telephonic or video conferencing.
 - Digital Messaging: Online text, video, and audio messages via an asynchronous digital messaging platform. In addition to asynchronous communications, you can opt to schedule live sessions.

Call or log on to access your counseling services today!

Free & Confidential support!
Call or log on today to get started at:
1-800-873-7138 or visit
minesandassociates.com

This guide is for informational purposes only. Call MINES for complete details.

