

## HealthPoint Employee Assistance Program (EAP)

THE UNIVERSITY OF TEXAS AT AUSTIN

www.eap.utexas.edu • mail code A9200 • phone: 512-471-3366 • e-mail: eap@austin.utexas.edu

### **EAP Resources for Employees Working on Remote Campuses**

UT Austin HealthPoint Employee Assistance Program (EAP) strives to ensure that distance is not a barrier to accessing counseling services and that you have access to a range of mental health resources to support you professionally and personally. This handout is for employees who do not work on the main UT Austin campus but would like to access services.

#### **UT Austin's HealthPoint Employee Assistance Program (EAP)**

EAP strives to transform lives and improve personal and organizational effectiveness for the benefit of the entire UT community. We provide behavioral health expertise, promote wellness, and develop solutions to life's challenges through confidential, brief counseling and consultation services, crisis intervention, assessment and referral, educational and training programs, and supervisory consultation. EAP is part of the UT employee benefits for you and your family (18 and older), available at no cost for services.

**EAP offers phone and video counseling sessions and manager consultations.** EAP's video sessions are held through our secure system, Skype for Business. University employees already have a Skype for Business account associated with their work email address. To schedule a confidential session and get step-by-step instructions for using Skype for Business, contact the EAP at 512-471-3366 or [eap@austin.utexas.edu](mailto:eap@austin.utexas.edu). Due to licensing laws, video counseling with EAP is only available to employees located in Texas.

If you are in crisis after business hours, you can reach the **EAP After-hours Crisis Line** at 512-471-3399 to speak to a crisis counselor.

**EAP's website has educational and training resources,** such as tips for coping with stress, ways to build resilience, helping troubled employees, sleep health, and much more. Check out EAP's online resources and to learn more about the EAP at <http://eap.utexas.edu>

#### **MDLIVE**

MDLIVE is a virtual doctor's visit provided by BCBSTX 24/7/365 at no cost for appointments. In addition appointments for non-emergency health conditions, MDLIVE has appointments with licensed counselors, therapists and psychiatrists by phone, mobile app, or online video. To access, call 888-680-8646, download the MDLIVE app, or go to <http://MDLIVE.com/bcbstx>

#### **LifeCare**

LifeCare offers UT Austin and UT System benefits-eligible employees and their family members access to an of work-life resources for child care, caregiving, legal and financial issues. LifeCare specialists can connect you with resources and the LifeCare interactive website has live and on-demand webinars, quick tips, in-depth articles, and discounts to help with work-life issues. To speak to a LifeCare specialist, call 855-268-0969 or go to <http://member.lifecare.com>. The registration code is UTAUSTIN and the member ID is your UT EID.

#### **BCBS TX Provider Finder**

The BCBS provider finder helps locate in-network local providers for the BCBS insurance plan at <https://www.bcbstx.com/ut/doctors-and-hospitals>. Search the behavioral health option. Psychiatry tends to be medication evaluations. Counseling is usually under counseling, psychology, or social worker options. You can filter provider options by location, gender, and languages. You can also contact UT's EAP for assistance in finding an in-network mental health provider in your area.