

Greetings!

Effective **October 1, 2018**, the Employee Assistance Program (EAP) vendor will be changing from University Health and Counseling Services to **FEI**. The EAP program is a **free, confidential** service to you, your dependents, and anyone living in your household. *(For those of you who have used counseling services on campus, you will see significant differences; however, confidentiality will remain the same as they are today although the delivery and process may be different.)*

Beginning October 1, 2018, you, or a member of your household, may contact FEI for services by calling (866) 274-4723 (24 hours a day, 7 days a week).

Some of the services FEI provides are:

- **Emotional Situations:** relationships, parenting, grieving, etc.
- **Work/Life Challenges:** child care, elder care, adoption, etc.
- **Legal and Financial Circumstances:** managing expenses or debt, preparation of simple wills, child custody or child support

Additional access to FEI is available through their website, visit <https://www.feieap.com> (Username: SOWI) On the FEI website you can find many useful links - educational information, help locating child and elder care providers, and self-assessment tests.

The program's counseling services are available at no cost to you and/or your household members. Professional counselors are available both via phone and on an in-person basis in our local area. You can receive up to 6 sessions, **per issue**, per year. If additional counseling or services are recommended, the counselor will assist you with accessing providers covered by your health insurance plan.

Employees currently receiving counseling sessions: Since the EAP is a confidential program, even though you may be receiving services on campus, **the university** does not know **specifically** what services **are being provided**. If you are one of the employees currently receiving counseling services, your sessions will end on September 30, 2018. The new EAP administrator will make contact with UW-W EAP providers to address current needs and assist with the transition to insure continuity of services and care. If so, you may be asked to sign a release of information. Please contact your current EAP provider on campus to discuss service needs during the transition period. If you are already seeing a counselor or other outpatient provider off campus through your insurance, **you** may also inquire whether or not your **current counselor is already affiliated with FEI**.

- If the off campus counselor **is already an FEI affiliate** you may begin scheduling your sessions to occur on/after October 1st with the same counselor under the new EAP benefits.
- If the counselor **is not yet part of FEI's network**, the counselor may work with FEI to become an affiliate so you may continue your sessions with the same counselor on/after October 1st. If your counselor does not become an affiliate of FEI or you wish to see a different counselor, you should call the FEI phone number above for additional assistance.
- Of course, you may continue seeing any provider that you have an established relationship with through your primary health insurance plan. You are not required to switch to an FEI provider unless you specifically want to use the benefits provided in the EAP plan.

Privacy is strictly protected within legal limits. Information about your contact with FEI will not be released without your prior consent except in cases of imminent threat of harm or when abuse of a child or vulnerable adult may be occurring.

You may not need assistance now, but if you or a household member needs help in the future, FEI is available. While we expect the transition to FEI to go smoothly, employees will continue to see improvements in processes or resources for the next few months as FEI begins to serve our employees.

Sincerely,

UW-Whitewater Benefits and UW System Human Resources