

SupportLinc Employee Assistance Program (EAP)

Frequently Asked Questions



General Information

Q. What is SupportLinc EAP?

A. SupportLinc Employee Assistance Program (EAP), administered by CuraLinc Healthcare, is a confidential resource that provides 24/7 access to professional counseling and referrals. SupportLinc's licensed counselors can provide short-term assistance with issues such as (but not limited to):

- grief and loss,
- substance abuse,
- marriage and relationship problems,
- depression,
- work-related pressures, and
- stress and anxiety.

Eligibility

Q. Who is eligible?

A. Services are provided at no cost to all IU employees (including part-time employees), IU Medical and Optometry Residents, Graduate Appointees, Fellowship Recipients, and their household members. Members do not have to be enrolled in an IU medical plan or be the tax dependent of an IU employee to be eligible for this service.

Q. What is a household member?

A. Any individual that lives in the same household as the IU employee is eligible. This would also include children away at college or an elderly parent living in the home. The household member would identify that they are a household member of an IU employee when calling SupportLinc.

Q. What if I am not enrolled in an IU medical plan?

A. All employees can use SupportLinc services. You do not need to be benefits eligible or enrolled in an IU medical plan to be eligible for this service.

Q. Are IU Retirees eligible?

A. Unfortunately, IU Retirees are not eligible for SupportLinc

services. However, if an IU Retiree is a household member of a current employee, they can use the service.

Q. Are undergraduate part-time employees eligible?

A. No, undergraduate part-time students are not eligible. They should be using the student counseling services on campus.

Q. Can I continue to use the EAP if I quit my job?

A. If you no longer meet the eligibility criteria, you are not eligible to use the service. SupportLinc EAP is available to current IU employees, IU Medical and Optometry Residents, Graduate Appointees, Fellowship Recipients, and household members.

Enrollment

Q. What is the website? How do I log in if I am asked for a username or password?

A. The SupportLinc web portal is located at SupportLinc.com. To access the main web portal, enter the username **iu** (all lowercase). Some services within the site, such as Textcoach™ or the Savings Center, may require you to set up a separate, personal username and password. You can use your IU or personal email account to register for these services.

Q. Which email address do I use to register for services within the SupportLinc site or app?

A. Some services within the main SupportLinc web portal or app, such as Textcoach™ or the Savings Center, may require you to set up a separate, personal username and password. You can use your IU or personal email account to register for these services.

Q. When I call the first time, what can I expect?

A. Your call will be answered by a professionally licensed clinician. The clinician will chat with you to assess your needs and determine how SupportLinc may best assist you. If you would like to schedule counseling sessions, the clinician will ask your preferences to find the best match, and schedule

your first appointment. You will not need your insurance information or employee ID when you call.

EAP Providers

Q. What are the credentials of the SupportLinc providers?

A. All SupportLinc providers are licensed mental health counselors who are either masters or doctoral level trained. When you call, you are always speaking directly to a professional clinician.

Q. Are providers located nationwide?

A. Yes, SupportLinc's network of over 22,000 providers are located nationwide. This allows IU to serve our vast demographic regions throughout the state, but also those employees positioned or living in other states.

Q. The provider network was really limited in my area in the past. Has the provider network expanded?

A. SupportLinc has a network of 22,000 providers located nationwide. This allows IU to serve vast demographic regions throughout the state, but also those positioned or living in other areas nationwide. Additionally, SupportLinc provides various means of accessing their service including phone, mobile app, and web portal.

Q. What if I have specific demographics I am looking for in a provider?

A. SupportLinc offers a large, diverse pool of mental health counselors that match IU demographics. This includes allowing you to select a provider based on gender, background, subject matter expertise, geography, or any other group you identify with.

Q. If I have a current provider, how do I know if they are in the SupportLinc network?

A. If you have a provider in mind, simply call SupportLinc at 1-888-881-LINC (5462) to discuss what options are available to you.

Q. If I used SupportLinc services in the past, and really liked my counselor, am I am to request the same counselor if I go back for another issue?

A. You can request a specific provider when you call. Continuity of care and your confidence in your provider are important. SupportLinc will do their best to honor your provider preferences and requests. Please note this is dependent on the provider's appointment capacity at the time of the request.

EAP Services

Q. What types of services are available?

A. SupportLinc offers the following services to eligible individuals:

- Unlimited 24/7/365 telephonic counseling with a professionally licensed counselor
- Up to six (6) face-to-face counseling sessions per presenting issue at no cost (sessions are held in-person or over secure video)
- Access to comprehensive content and tools through [SupportLinc's website](#) and [eConnect® mobile app](#)

Q. When are services available? Are there specific hours?

A. SupportLinc's licensed counselors are available 24/7/365 via telephone by calling 1-888-881-LINC (5462). SupportLinc's web portal is also available 24/7/365 by entering username **iu** (all lowercase) at [SupportLinc.com](#).

Other services are only available during certain hours:

- Textcoach™ is available throughout regular business days Monday–Friday, between the hours of 8:00 a.m. - 7:00 p.m. Central Standard Time.
- eConnect® behavioral telehealth schedules video/ telephone/web chat sessions with a licensed clinician between the hours of 8:00 a.m.–7:00 p.m. Central Standard Time, Monday through Friday.

Short-Term Face-to-Face Counseling

Q. How may sessions do I get?

A. For face-to-face sessions (in-person or secure video), you may receive up to six (6) free sessions per presenting issue. For example, you are receiving sessions for stress in the workplace. After three sessions, you learn that you have lost a loved one and you are now experiencing grief & loss. You would receive an additional six (6) sessions to address the new presenting issue, grief & loss.

Q. Does messaging a coach through Textcoach™ (text therapy) count as one of the six (6) sessions?

A. One (1) week of text therapy = one (1) session. It should be noted that text therapy is not intended to replace face-to-face or tele-behavioral counseling. Textcoach™ messaging is not in real-time, so there may be a delay between responses. Coaches sign-in to the platform during regular business hours throughout the business days of Monday–Friday.

Q. Are there any costs to use this service?

A. You are allowed six (6) free face-to-face visits for each presenting issue. The cost is 100% covered by IU. Costs may apply if you choose to continue your sessions after your six (6) free visits, such as insurance deductibles or copays.

Q. What happens after my six (6) free sessions run out?

A. When additional assistance is needed for the presenting issue, and the six (6) free sessions have already been used, SupportLinc will provide a referral for additional care that may be paid for by the employee or billed to the employee's insurance. You may work with SupportLinc and choose to stay with the same counselor at that time if you wish.

Q. I am not enrolled in an IU medical plan. What happens after my 6 sessions run out?

A. If you do not have IU insurance, once your six (6) free sessions run out, you can choose to utilize your personal medical insurance plan or pay out of pocket to continue your sessions for the same presenting issue.

Confidentiality

Q. Is utilization data available?

A. Generalized utilization data will be provided to IU quarterly. This will never include anyone's personal information.

Q. Are the online services HIPAA compliant?

A. Yes. SupportLinc offers a robust and HIPAA-compliant technology infrastructure. They also completed the UITS IT review process with IU.

Q. Will anyone at IU know if I use the EAP?

A. No. SupportLinc upholds strict confidentiality standards. Nobody, including Indiana University, will know you have accessed the program unless you specifically grant written permission or express a concern that presents SupportLinc with a legal obligation to release information such as harm to yourself or others.

Customer Service

Q. Who do I call if I have a question?

A. For Indiana University, contact Human Resources at askhr@iu.edu or 812-856-1234. For SupportLinc, call 1-888-881-LINC (5462) for 24/7/365 assistance. They can also be reached via email at support@curalinc.com.