SupportLinc Employee Assistance Program (EAP)
Frequently Asked Questions for IU Supervisors & Managers

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.

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.

EAP Services

See page 2 of this document for a chart detailing the services and access points available through SupportLinc.

Q. How can SupportLinc support me as a supervisor?
A. SupportLinc can help you address management issues, performance problems, or other situations you may not be quite sure how to handle.

Q. How do I use the EAP?
A. The best way to connect with SupportLinc is by calling them at 1-888-881-LINC (5462). Licensed counselors are available 24/7/365 to help you explore your options, brainstorm solutions, and develop a personal action plan.

SupportLinc’s web portal, SupportLinc.com, and their eConnect® mobile app are also available 24/7/365 by entering the username iu (lowercase) when prompted.

Q. When should I use the EAP?
A. SupportLinc can provide support and assistance in the following situations (examples only—not an inclusive list):

- You observe a pattern of performance or behavior issues
- You want to use the EAP as part of a Performance Improvement Plan
- You are worried about an employee’s welfare;
- You observe that an employee’s work is suffering because of personal concerns
- You encounter a situation that makes you wonder, “How should I handle this?”
- When a crisis strikes.

Q. How often can I use this service?
A. You have unlimited in-the-moment support by calling SupportLinc, and unlimited access to SupportLinc’s web portal and mobile app. When you call, you and the clinician may determine that a referral for short-term counseling is the next appropriate step. Once referred, you will have a maximum of six (6) sessions per presenting issue.

Q. How much does it cost to use the EAP?
A. There is no cost to you or eligible members to use SupportLinc. If services beyond the EAP are needed, the SupportLinc counselor will provide referrals based on the member’s health insurance coverage, or through cost-effective resources within the member’s community.

Q. Is SupportLinc confidential?
A. Yes. SupportLinc upholds strict confidentiality standards. Nobody, including Indiana University, will know you have accessed the program unless you specifically grant written permission or express concerns regarding your safety or the safety of others.

Q. How do I learn more? What if I have questions?
A. Visit hr.iu.edu/benefits/eap for additional information on the program. For questions, contact IU Human Resources at askhr@iu.edu or 812-856-1234, or SupportLinc at 1-888-881-LINC (5462) or support@curalinc.com.

This sheet is designed to answer common questions about the SupportLinc Employee Assistance Program (EAP), administered by CuraLinc Healthcare, offered to eligible Indiana University employees and household members. The university reserves the right to amend or terminate the plan at any time.

IUHR 05/2020
SupportLinc Services and Access Points

The following services and resources are available at no cost to eligible members and IU supervisors and managers.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>How to Access</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Counseling</td>
<td>Speak to a licensed mental health clinician about personal or work-related concerns</td>
<td>Call 1-888-881-LINC (5462)</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>Short-Term Counseling</td>
<td>Up to six (6) face-to-face counseling sessions per presenting issue with a licensed mental health clinician (in person or virtually) One (1) week of text therapy = one (1) face-to-face session</td>
<td>In-Person Sessions: Call 1-888-881-LINC (5462) to schedule Video Sessions: Website: Enter username iu (lowercase) at SupportLinc.com and select the eConnect icon () from the access bar; OR Mobile App: Enter username iu (lowercase) in eConnect® mobile app then select Counselor Connect from menu Text Sessions: Website: Enter username iu (lowercase) at SupportLinc.com and select the Textcoach™ icon () from the access bar; OR Mobile App: Download the Textcoach™ mobile app</td>
<td>In-person session availability varies by provider Secure video sessions available between 8 a.m. and 7 p.m. CST, Monday through Friday Text sessions are asynchronous—Coaches log in between 8 a.m. and 7 p.m. CST, Monday through Friday, and reply to messages</td>
</tr>
<tr>
<td>Textcoach™ (Text Therapy)</td>
<td>Exchange text messages, voicenotes, tip sheets, videos and resource links with a licensed SupportLinc &quot;Coach&quot; Not suitable for severe or acute conditions.</td>
<td>Website: Enter username iu (lowercase) at SupportLinc.com and select the Textcoach™ icon () from the access bar; OR Mobile App: Download the Textcoach™ mobile app</td>
<td>Asynchronous—Coaches log in between 8 a.m. and 7 p.m. CST, Monday through Friday, and reply to messages</td>
</tr>
<tr>
<td>Web Portal</td>
<td>Extensive library of articles, audio and video lessons, self-assessment tools, tip sheets, training modules, and toolkits</td>
<td>Enter username iu (lowercase) at SupportLinc.com</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>Animo</td>
<td>Self-directed modules based on Cognitive Behavioral Therapy (CBT) to help members strengthen mental health and well-being</td>
<td>Enter username iu (lowercase) at SupportLinc.com and select the Animo icon () from the access bar</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>Legal Services</td>
<td>Consultation with local attorney</td>
<td>Call 1-888-881-LINC (5462)</td>
<td>Free 30 min. consultation</td>
</tr>
<tr>
<td>Financial Services</td>
<td>Consultation with financial expert</td>
<td>Call 1-888-881-LINC (5462)</td>
<td>Free 30 min. consultation</td>
</tr>
<tr>
<td>Expert Referrals</td>
<td>Referrals to local service providers including child or elder care, pet care, home repair, education, housing needs, and more.</td>
<td>Call 1-888-881-LINC (5462)</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>Savings Center</td>
<td>Discount program powered by LifeMart, featuring national and local discounts on various products and services</td>
<td>Enter username iu (lowercase) at SupportLinc.com then select the Savings Center tile from the dashboard</td>
<td>Unlimited 24/7/365 access</td>
</tr>
</tbody>
</table>

The following additional services are also available at no cost to IU supervisors and managers.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>How to Access</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Consultations</td>
<td>Expert guidance and support for IU supervisors to help address a wide variety of concerns including work performance, inappropriate workplace behavior, personal concerns impacting work, difficult conversations, employee conflicts, and more</td>
<td>Call 1-888-881-LINC (5462)</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>Web Portal</td>
<td>Extensive library of articles, audio and video lessons, self-assessment tools, tip sheets, training modules, and toolkits for managers and supervisors</td>
<td>Enter username iu (lowercase) at SupportLinc.com and select Career under the access bar</td>
<td>Unlimited 24/7/365 access</td>
</tr>
<tr>
<td>ResponseLinc (Critical Incident Response)</td>
<td>SupportLinc will arrange for counselors to provide on-site guidance and assistance in the event of a major change, loss, or traumatic workplace event</td>
<td>Contact IU Human Resources Employee Relations at <a href="mailto:hrrempl@iu.edu">hrrempl@iu.edu</a> or 812-856-1234</td>
<td>Available 24/7/365</td>
</tr>
</tbody>
</table>

This sheet is designed to answer common questions about the SupportLinc Employee Assistance Program (EAP), administered by CuraLinc Healthcare, offered to eligible Indiana University employees and household members. The university reserves the right to amend or terminate the plan at any time.