

# 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, 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:

- 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, critical incidents, 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 **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](https://supportlinc.com), and their [eConnect® mobile app](#) are also available 24/7/365 by entering the username **iu** 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
- 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](https://hr.iu.edu/benefits/eap) for additional information on the program. For questions, contact IU Human Resources at [askhr@iu.edu](mailto:askhr@iu.edu) or **812-856-1234**, or SupportLinc at **888-881-LINC (5462)** or [support@curalinc.com](mailto:support@curalinc.com).





## SupportLinc Services and Access Points

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

Service	Description	How to Access	Availability
<b>In-the-Moment Telephone Counseling</b>	Speak to a licensed mental health clinician about personal or work-related concerns	<b>Phone:</b> Call 888-881-LINC (5462)	Unlimited 24/7/365 access
<b>Short-Term Counseling</b>	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	<b>In-Person Sessions:</b> <ul style="list-style-type: none"> <li>• <b>Phone:</b> Call 888-881-LINC (5462) to schedule</li> </ul> <b>Video Sessions:</b> <ul style="list-style-type: none"> <li>• <b>Website:</b> Select <i>eConnect</i> icon from access bar; or</li> <li>• <b>Mobile App:</b> Select <i>Counselor Connect</i> from menu</li> </ul> <b>Text Sessions:</b> <ul style="list-style-type: none"> <li>• <b>Website:</b> Select <i>Textcoach</i> icon from access bar; or</li> <li>• <b>Mobile App:</b> Download the <a href="#">Textcoach™ mobile app</a></li> </ul>	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
<b>Web Portal</b>	Extensive library of articles, audio and video lessons, self-assessment tools, tip sheets, training modules, and toolkits	<b>Website:</b> Enter username iu at <a href="#">SupportLinc.com</a>	Unlimited 24/7/365 access
<b>Textcoach™</b>	Exchange text messages, voice notes, tip sheets, videos and resource links with a licensed SupportLinc Coach. <b>Not suitable for severe or acute conditions.</b>	<b>Website:</b> Select <i>Textcoach</i> icon from access bar; or <b>Mobile App:</b> Download the <a href="#">Textcoach™ mobile app</a>	Coaches log in between 8 a.m. and 7 p.m. CST, M-F, and reply to messages
<b>Mental Health Navigator</b>	Complete a short survey to receive a personalized report that measures your overall wellbeing, and recommends the best care options based on your results	<b>Website:</b> Select <i>Navigator</i> icon from access bar	Unlimited 24/7/365 access
<b>Virtual Support Connect</b>	Moderated group support sessions hosted by experienced counselors and subject matter experts on a wide variety of topics such as grief, caregiver support, addiction, and more.	<b>Website:</b> Select <i>Digital Group Support</i> icon from access bar	Varies - visit website for a list of session topics and dates
<b>Animo</b>	Self-directed modules based on Cognitive Behavioral Therapy (CBT)	<b>Website:</b> Select <i>Animo</i> icon from access bar	Unlimited 24/7/365 access
<b>Legal &amp; Financial</b>	Consultation with local attorney or financial expert	<b>Phone:</b> Call 888-881-LINC (5462)	Free 30 min. consultation
<b>Expert Referrals</b>	Referrals to local service providers including child/elder/pet care, home repair, and more	<b>Phone:</b> Call 888-881-LINC (5462)	Unlimited 24/7/365 access
<b>Wellbeing Place Blog</b>	Articles, tips and healthy recipes to help you improve your overall wellbeing	<b>Website:</b> Select the <i>Wellbeing Place</i> tile	Unlimited 24/7/365 access
<b>Savings Center</b>	LifeMart discount program featuring national and local discounts on products and services	<b>Website:</b> Select the <i>Savings Center</i> tile	Unlimited 24/7/365 access

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

Service	Description	How to Access	Availability
<b>Manager Consultations</b>	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	<b>Phone:</b> Call 888-881-LINC (5462)	Unlimited 24/7/365 access
<b>Critical Incident Response (CIR)</b>	SupportLinc will arrange for counselors to provide on-site or virtual support in a group session in the event of a major change, loss, or traumatic workplace event	Submit the <a href="#">online request form</a> . If there is an urgent need for CIR services, contact AskHR immediately at 812-855-6709 or <a href="mailto:askhr@iu.edu">askhr@iu.edu</a> .	A representative will respond to your request within 24 hours.

