

SupportLinc Employee Assistance Program (EAP)

Frequently Asked Questions

Updated April 2023



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 support and referrals. SupportLinc's licensed counselors can provide short-term guidance with issues such as:

- 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, IU medical and optometry Residents, Student Academic Appointees (SAAs), Fellowship Recipients, and their household members. Individuals do not have to be enrolled in an IU medical plan or be the tax dependent of an IU employee to be eligible for SupportLinc services.

Q. Who is considered a household member?

A. Any individuals that live in the same household as the IU employee are 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 should use 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.

Accessing Services

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

A. SupportLinc's website, [SupportLinc.com](https://supportlinc.com), is accessible using a single username and password that you create. The get started, follow the instructions below.

1. Visit [SupportLinc.com](https://supportlinc.com) and select **Create Account**.
2. Enter group code **iu** (all lowercase).
3. Enter some basic account information, including your selected username and password.
4. Select the **Submit** button to register.

If you prefer not to provide your information, you can call SupportLinc's 24-hour support line at 888-881-LINC (5462) for support, guidance, and resources.

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

A. You can use your IU or personal email account to register for SupportLinc.

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

A. Your call will be answered by a professionally licensed clinician known as a Care Advocate. The Care Advocate will chat with you to assess your eligibility, provide resources and support to address your immediate needs, and determine how SupportLinc may best assist you. If you would like to schedule counseling sessions, the clinician will ask about 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.





SupportLinc 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 over 22,000 providers nationwide. This allows IU to serve regions throughout the state, as well as 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 clinical or cultural preferences when selecting a provider?

A. SupportLinc's licensed mental health providers are available in all 50 states, and 38% of providers identify as Black, Indigenous, or People of Color (BIPOC)*. In addition, 26% of providers identify as LGBTQIA+ or specialize in supporting the LGBTQIA+ population. When referring clients to a provider, SupportLinc's culturally-competent concierge approach ensures you only receive referrals to providers with confirmed appointment availability who meet both your clinical needs (clinical specialty, topic, and areas of expertise) as well as your cultural preferences (race, age, gender identity, language, LGBTQIA+ status, and more). You will always have the option to choose a specific provider or to see the first provider available.

**percentages may be higher as providers are invited, but not required, to disclose their status.*

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 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.

SupportLinc Services

Q. What types of services are available?

A. SupportLinc offers their services to eligible individuals at no cost, including:

- Unlimited 24/7 telephone access to licensed care advocates who can address your immediate needs, determine the appropriate level of care, and refer you to a provider for ongoing treatment, if necessary.
- Up to six (6) face-to-face counseling sessions per presenting issue per year at no cost (sessions are held in-person or over secure video).
- Access to SupportLinc's comprehensive content and tools including [SupportLinc's website](#) and the [eConnect® mobile app](#).
- Expert referrals for local service providers, including child and elder care, home repair, pet care, housing needs, and more.
- Financial and legal planning support and consultations.

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

A. SupportLinc's licensed counselors are available 24/7 by calling 888-881-LINC (5462). SupportLinc's web portal, [SupportLinc.com](#), is also available 24/7; however some other services are only available during specific hours:

- Textcoach™ is available throughout regular business days, Monday–Friday between 8:00 a.m. and 7:00 p.m. Central 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 counseling sessions are included?

A. For face-to-face sessions (in-person or secure video), you may receive up to six (6) free sessions per presenting issue, per year. For example, John is receiving sessions for stress in the workplace. After three sessions, he learn that he has lost a loved one and is now experiencing grief & loss. John would receive an additional six (6) sessions to address the new 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 per presenting issue, per year. 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. How do I schedule my free short-term counseling sessions?

A. To schedule your visits, you can do one of the following:

- 1. Call the 24-hour support line at 888-881-LINC (5462).** A licensed care advocate will answer the call and assess your eligibility, determine the best options for care, and work with you to find a provider and schedule your first visit.
- 2. Schedule a virtual visit with a counselor or coach using the online scheduling tool.** If you'd prefer to schedule the session yourself, you can log in to supportlinc.com and select the option to Schedule Care from the menu. Please note that this option only allows you to schedule a virtual visit, and choose from a limited number of providers. If you do not see a provider that is the right fit for you, prefer in-person counseling, or need more immediate assistance, you can contact SupportLinc at 888-881-5462 to speak with a counselor who will assist you.

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-complaint 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 888-881-LINC (5462) for 24/7/365 assistance. They can also be reached via email at support@curalinc.com.

