



EAP PARTICIPANT STATEMENT OF UNDERSTANDING

HelpNet Employee Assistance Program is pleased that you have chosen to use your EAP benefit. These services are offered to employees of contracted companies and their household family members, and may include assessment, brief counseling, and/or a referral by Master's level Counselors in social work, psychology, counseling, or other related fields.

EAP counseling is voluntary. Your employer has paid for their employees with personal and/or work problems to meet with a counselor for a limited number of sessions. We provide counseling for a variety of issues that affect mental and emotional well-being, such as work-life balance, alcohol and other substance abuse, stress, grief, family problems, and psychological disorders. If we are unable to help you with your counseling needs, your therapist may refer you to a community resource or treatment agency. In some cases, our EAP Counselors may be able to provide longer-term outpatient services using your health insurance or private pay option. If we refer you, we will also give you other referrals to choose from, based on your preferences, insurance, and your ability to pay for continued treatment.

Confidentiality is very important to us. You are protected by the Health Insurance and Portability Act (HIPAA), which requires us to keep your health information confidential. We follow all state and federal requirements. We maintain secure written and/or electronic records of your contact with us and we will not share this information with anyone outside of our EAP staff without your written permission. Exceptions are as follows, as required by law in which we are required to report to the proper agencies: court order, or subpoena, indication of serious harm to self or others, abuse or neglect of child, elderly or disabled adult, and/or serious emergency medical issues requiring immediate medical care.

Federal law states we cannot disclose any information that identifies the client as an alcohol or drug abuser or HIV/AIDS information, unless: the employee consents in writing, the disclosure is allowed by a court order, or the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Medical/Clinical records are confidential clinical documentation by HelpNet Counselors. You have the right to request a copy of your medical record with signed written authorization. You must obtain documents from outside agencies from the original source.

Formal referrals occur when your supervisor/manager refer an employee for a work performance problem. If your supervisor makes a formal referral, your counselor may be required to disclose your compliance with treatment recommendations with your supervisor, including alcohol or drug policy violations. Any of these disclosures will require your written authorization.

Quality service is important to us. If, at any time, during your participation with the EAP you have concerns about your counseling services, you are encouraged to discuss it with your therapist. If you are unable to reach your therapist or have spoken to your therapist and still dissatisfied, you are encouraged to contact HelpNet's Manager of Business Operations at (269)245-3928.

- I read and understand this Statement of Understanding.
- I received my Recipient Rights and Notice of Privacy Practices.
- I consent to assessment and treatment for mental health and/or substance abuse issues.
- I give HelpNet permission to follow-up with me regarding how I am doing, and my satisfaction with services.

Client Name (Print)	Client Signature	Date
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Parent/Guardian Name (Print)	Parent/Guardian Signature	Date
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EAP Counselor or Witness Name (Print)	Signature	Date
Battle Creek 36 W. Manchester Battle Creek, MI 49037 PH: 269.245.3900 PH: 800.969.6162	Kalamazoo 5400 Holiday Terrace, Suite 9 Kalamazoo, MI 49009 PH: 269.372.4500 PH: 800.523.0591	