

## Your journey to well-being *starts here*

Everyone needs support from time to time. Lucet EAP gives you confidential, no-cost counseling to help you manage life's challenges — whether it's stress, relationships, work-life balance or general well-being.

Lucet EAP offers **flexible counseling options** to connect with a licensed clinician in the way that **works best for you**:



### Virtual Sessions (Video or Phone)

Speak with a counselor from the comfort of your home or anywhere that's convenient.

- ▶ **Ideal for busy schedules, remote employees, or those who prefer flexible options.**



### In-Person Sessions

Meet face-to-face with a counselor in your community.

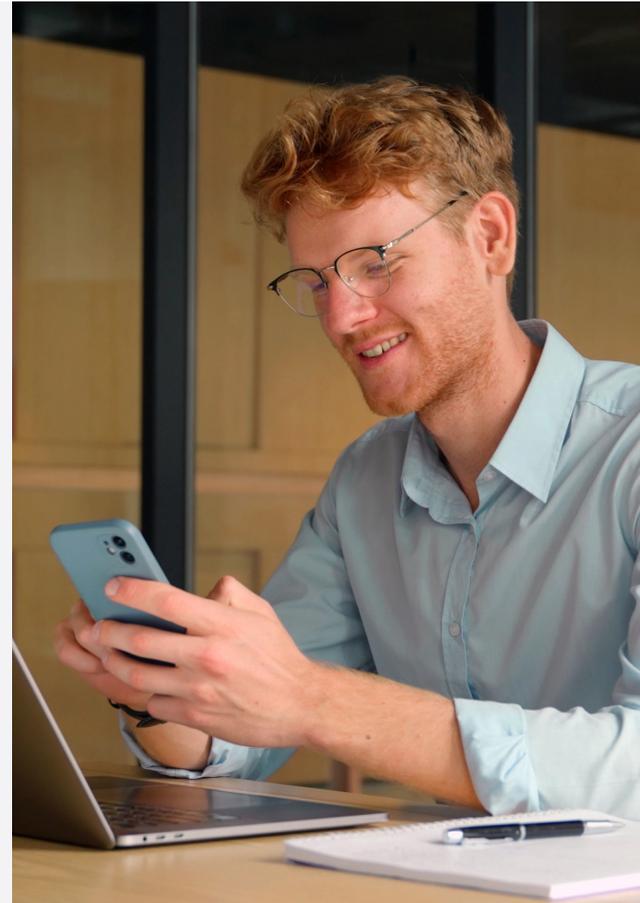
- ▶ **Best for those who prefer a personal connection or privacy away from home or work.**



### Messaging/Chat Sessions

Exchange messages with a licensed counselor at your own pace.

- ▶ **Perfect for those who like writing out their thoughts or prefer discreet, on-the-go communication.**



## Understanding your *EAP counseling benefits*

### Who is eligible for counseling through the EAP?

Employees, their household members, and dependents up to age 26 (even if they don't live at home) are eligible for EAP counseling.

### How soon can I see a therapist?

Appointments may be available within 24 hours of submitting your request, depending on your preferences, needs, and whether you choose in-person, virtual, or messaging sessions.

### What can I expect from EAP counseling services?

EAP counseling connects you with licensed counselors, therapists, social workers, and/or psychologists who are trained to support a wide range of concerns, including stress, anxiety, relationship issues, grief, work challenges, and more.

# How to schedule *a counseling session*

Lucet EAP offers options to help you book your first appointment — making it **fast, easy,** and **stress-free.**

## Direct Scheduling (Web or Phone)

1. **Request a counseling session:**  
Visit [eap.lucethealth.com](https://eap.lucethealth.com) or call **800-624-5544** to share more about your needs and preferences.
2. **Browse providers and appointment slots:** Answer a few questions, to view providers and real-time availability. You can use the filter options to narrow your search.
3. **Book your appointment:**  
Choose the provider and time that works best, and finalize your booking right in the platform. A credit card is required to secure your appointment for late cancelation or no-show fees.

## Contact Providers Directly

1. **Request a counseling session:**  
Visit [eap.lucethealth.com](https://eap.lucethealth.com) or call **800-624-5544** to share more about your needs and preferences.
2. **Search for providers:**  
Use filters like location, specialty, language, and session type (in-person or virtual) to select one or more provider options.
3. **Book your appointment:**  
Reach out directly to your chosen provider to set up a day and time that works for you.

“[Scheduling a counseling session] has been an **overall great experience**, from the first call to the actual first session. Thanks for making it all so seamless.”



Scan to learn more at  
[eap.lucethealth.com](https://eap.lucethealth.com)

## ◆ Your well-being is our priority.

Lucet EAP provides confidential support, counseling services and resources to help you overcome life challenges and live a happy, balanced life.

Call 800-624-5544 | Visit [eap.lucethealth.com](https://eap.lucethealth.com)

Your company code:

counseling/coaching sessions, per topic, per year.