What to Expect When You Contact Optima EAP

Accessing your Optima EAP benefit is as simple as making a telephone call. Optima EAP’s coordinators are available to assist you with obtaining the services you need or to answer any of your questions. Please call us at 757-363-6777 or toll free 1-800-899-8174.

If you are calling in crisis, an EAP Counselor is available to offer immediate assistance.

When you call to schedule an appointment, an EAP coordinator will consider your needs and set up your appointment at one of our many convenient locations. The coordinator will ask for your employer’s name in order to verify the benefit that is available to you, and ask a few questions to gather demographic information. The coordinator will then provide you with all the necessary information you need for your appointment, such as office address and directions, when available. Remember that all the information you provide to Optima EAP is completely confidential.

At your first appointment, you will complete some paperwork and meet with your counselor. Optima EAP counselors are licensed masters or doctorate level counselors. Your counselor will discuss the problem that brought you to Optima EAP and ask for some general information, such as how you are managing at home, work and in the community. Your counselor helps you develop strategies and alternatives for dealing with your problems or concerns. When appropriate, we provide you with information about community-based resources and support groups. If your problem is beyond the level of care appropriate for Optima EAP, your counselor can assist you with locating a local mental health practitioner.

Our clients consistently praise our staff for being professional, helpful, and easy to talk to about difficult issues. Remember that Optima EAP is available to provide you with assistance if you are facing challenges in your home or work life. Please call (757) 363-6777 or 1-800-899-8174 or email us at EAP@optimahealth.com.