EmployeeConnect™ Services
Frequently Asked Questions (Employee)

What is the EmployeeConnect program?
The EmployeeConnect program can help provide support for a variety of issues including: stress, anxiety, depression, family and marital issues, problem solving, drug and alcohol issues, dependent and adult care services, workplace concerns, legal issues, and financial questions and issues.

Who provides the services for this program?
Bensinger, DuPont & Associates (BDA) based in Chicago, Illinois. BDA is an independent organization and is not part of Lincoln Financial Group.

How many sessions will I receive?
When face-to-face sessions are warranted, you may receive up to four. However, in some cases sessions are not warranted, such as simply calling about childcare resources. In other cases, such as severe substance abuse or threats of harm to yourself/others, you may be referred to an inpatient program. In yet other cases, the issue may simply require a discussion with a community counselor. In all cases, employees receive the type of assistance most appropriate to their immediate need.

How do I access the EmployeeConnect program?
Access the program via phone or the Internet. Call the toll-free number (877.757.7587) to speak with a consultant 24 hours a day, 7 days a week. Consultants are trained to assist clients over the phone, provide an assessment, and make a referral that may include face-to-face meeting(s) with a local counselor, if appropriate. Online access is available at www.eapadvantage.com. (Password = Connect)

How does the EmployeeConnect program work with my other employee benefits?
If an employee or family member requires long term counseling, the service of a specialized provider, or in-patient treatment, referrals to outside treatment resources are made. All counselors are familiar with the range of insurance and medical benefit provisions available to each organization. The BDA counselor works with the employee’s health insurance to match covered treatment providers with the needs of the employee.

How are emergency situations handled?
BDA has a detailed emergency case protocol. The BDA crisis teams provide immediate response, close monitoring, and follow-up of crisis cases. In situations where there is a clear and present danger to any person, the clinician immediately contacts the local police department or local hospital emergency room. BDA counselors identify and mobilize the caller’s support system (i.e., family and/or friends) to help provide direction toward immediate management of the crisis.

Are EmployeeConnect services confidential? Will my employer know I called?
The EmployeeConnect program holds confidentiality of employee personal information as its highest priority. Your employer will not be informed of your participation without your prior written consent. In order to protect the safety of those involved, information may be released as required by law in instances of child/elder abuse or subpoena, or in a life-threatening situation.

How much will I have to pay for EmployeeConnect services?
The EmployeeConnect program is free to covered individuals. If an issue requires specialized or extended treatment beyond what is covered, a referral will be made for which the employee will be financially responsible. In many cases, this fee may be covered by the employee’s health plan.
Is a spouse or family member eligible to use the program?
Any immediate household family member of an eligible employee may use the program. When children under the age of 16 require individual treatment, they may be referred outside of the program to a specialist.

If a household member/dependent needs to use this benefit, does the employee need to call for them?
It is not necessary for the employee to call for a household member/dependent. It is best for the person seeking service to contact the program directly, as age appropriate. The caller will simply need to know the employee’s name and the company they work for.

What kind of experience and credentials will my counselor have?
BDA’s telephonic counselors all hold master’s degrees and appropriate credentials. All BDA local providers are licensed mental health professionals in the state in which they practice. On average, BDA service providers have more than five years of experience in providing these services.

Can I get a referral to see a specific counselor or a counselor with a particular specialty?
All of the counselors are trained generalists and are competent to address issues presented. If an employee’s situation requires specialized services the counselor will work with the employee to access a specialist either through the employee’s health plan or community resources. The employee will be responsible for any cost of services beyond the EmployeeConnect benefit. Although in many cases, services will be covered by the employee’s health plan.

What services are available on the Web site?
Employees can access BDA’s comprehensive Web site that allows employees to gather information and conduct their own personalized search for areas of concern. The following is a list of some of the resources available:

- The Childcare Locator
- Parenting and Child Care Articles and Information
- Education and Adoption
- The Elder Care Locator
- Eldercare Articles and Information