



Your EAP is *private.*

Stating The Facts:

- EAP counselors are required to follow HIPAA laws that protect your information. There are special protections on information gathered, laws around how information needs to be stored, and regulations for making sure counselors follow protocols.
- EAP counselors have master's degrees and clinical licenses that also hold them to ethical codes of conduct which includes keeping people's information private.
- The Employee Assistance program and the professionals providing services are contracted by the USPS. The EAP has external databases, management, and mission statements, separate from USPS.
- In order for the EAP to share anything with anyone, you must give written permission. It can be as specific as you would like. For instance, you can give the EAP permission to share just one thing (such as your attendance) with just one person (such as your supervisor).

Breaking The Myths:

- "EAP counselors are USPS employees." **This is false.** EAP counselors work for a different company.
- "EAP counselors send bills for the services directly to HR." **This is false.** No bills or invoices are sent to any postal department for individual services. EAP services are completely free for employees.
- "EAP counselors share personal information with managers and unions." **This is false.** The only time an EAP counselor would share information would be if you requested it and then gave written permission.
- "EAP and management have close relationships." **This is false.** Management can request for EAP to come to the site for service talks and management can refer you to the service if they think it will help you. Additionally, EAP services are available for managers because they are employees, too!

Sharing The Exceptions:

- There are some exceptions to the privacy policy, which are all related to a counselor's duty to make sure you and everyone else is safe. The following are the only instances or exceptions to the privacy policy where information would be shared without your prior written consent:
 - You have a plan to take your own life.
 - You have a plan to take someone else's life.
 - There are risks of abuse or neglect toward children or the elderly.

If you would like to learn more about how the EAP keeps information private, reach out at:
800-327-4968 (800-EAP-4YOU) | TTY: 877-492-7341