



March 18, 2020

Best Care EAP
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Dear Best Care EAP Partner,

Best Care EAP places the well-being of our clients at the center of everything we do. Safety is our foremost concern, and we want to assure you that we are taking every precaution to ensure that your EAP services remain available to you, your employees and their family members.

Due to the current COVID-19 crisis, as of Monday, March 23, 2020, all Best Care EAP counseling sessions will be facilitated via our telehealth/distance option.

Many sessions have already taken place in this format and it works very well. Here are the details:

- Clients call our office at 402.354.8000 or 800.801.4182 to schedule their telehealth EAP counseling sessions.
- Best Care EAP uses HIPPA-compliant software through WebEx. Video sessions may be available (both counselor and client must have cameras on their computers).
- Clients access the software through a link that is sent to their email. This email contains all of the instructions needed to begin the telehealth session.
- If access to a computer is not available, counseling sessions can be provided over the telephone.
- Remember that critical incident support can be provided virtually, as well as any live training sessions that you may want to offer.

Feelings of fear, anxiety, sadness, and uncertainty are normal during a pandemic. Mental health issues such as anxiety and depression can appear for the first time, and existing issues can be exacerbated. Rumination and isolation can lead to panic and other severe reactions. Individuals with certain vulnerabilities may experience an increase in psychosis, paranoia or delusional thinking. Now, more than ever, Best Care EAP is available to provide mental health support to you, your employees and their families.



BEST CARE EAP



As you are well aware, this is a fluid situation. If we have any other significant changes in service delivery, etc. we will certainly be in touch. Our web site is a great place to find ongoing updates and resources.

Being proactive can help you and your employees manage mental well-being during these times of uncertainty. If you have questions or need more information, please call or email us at EAP@BestCareEAP.org. We look forward to going back to "business as usual" very soon and I'm sure you are too!

Let's all stay safe and healthy.

Sincerely,

Jean Faber
Corporate Director
Best Care EAP

