

Resource Management Services, Inc. Statement of Understanding

Fees

Your employer has contracted with this Employee Assistance Program (EAP) to provide Services to employees and family members on a pre-paid contractual basis at no cost to you. The number of sessions is guided by our contract with your employee.

Services

You can expect that the EAP counselor will:

1. Complete an assessment of any problems that you are experiencing.
2. Assist you in arriving at a plan of action.
3. Provide short-term counseling for problem resolution when appropriate or provide a referral to specialized or long-term treatment when necessary (*)
4. When a referral is made, assist you to understand your health insurance coverage and estimated costs for those services.

Confidentiality

Professional ethics and the law requires that no one at Resource Management Services, Inc. (RMS) reveal any information concerning your counseling except in the following circumstances:

1. You consent in writing to have information released to another party.
2. You threaten to harm yourself, to harm another or disclose past or current child abuse.
3. Your managed care or insurance provider requires authorization before a referral can be completed.

Please tell us the most confidential way to contact you, phone, or through the mail. Special consideration will be made if you have caller I.D.

Satisfaction

RMS may periodically follow-up with you and/or the provider to insure quality care. Should you be displeased with your RMS counselor or the provider you were referred to, please direct your feedback to our office manager. Thank you so much for your participation with your Employee Assistance Program. RMS may contact me by phone or mail for scheduling, follow-up, program promotion, and evaluation of service.

SIGNATURE OF CLIENT

SIGNATURE OF EAP CONSULTANT

DATE

DATE

I have been provided with a copy of this Statement of Understanding.

**RMS is prohibited from giving clients referral recommendations to a specific provider for any legal or financial concern that requires accessing an attorney for legal advice or a financial institution for investment strategies.*