



In 1993 NEFI established a partnership with Coastline EAP to provide exceptional EAP services to all NEFI member companies and their employees. Coastline services are provided at a discounted rate to NEFI members. Once your company is enrolled in the Coastline benefit program, there are no additional cost for Coastline EAP services to your employees.

For more information about NEFI contact:
benefits@nefi.com



In partnership with 

Employee Guide

Coastline EAP is Easy to Use

Simply call and identify yourself as an employee or the family member of an employee. A consultant will take your call and listen to your concerns. Whether you have a question about services and resources or you are in the midst of a crisis, we welcome your call. You and your family members may use our services as often—and for as many different reasons—as needed.

Employees and family members of NEFI member organizations can call **Coastline EAP** for confidential consultation or support anytime, day or night.

We all have times when we worry about our work, family or personal life. Sometimes our lives are more stressful than other times, and it's only natural that we may need someone to talk with now and then, or a referral to a reliable resource.



300 Centerville Rd., Suite 301 South
Warwick, RI 02886-0219
401-732-9444

Call toll-free: 1-800-445-1195
Visit our website: www.coastlineeap.com



How Does It Work?

Simply call toll-free **1-800-445-1195**
24 hours/7 days a week.

What Concerns Does the Service Cover?

- Grief
- Stress
- Anger
- Anxiety
- Addictions
- Depression
- Childcare
- Eldercare
- Financial Worries
- Legal Matters
- Relationship Conflicts
- Certified DOT SAP

How Do You Access the Web-Site?

Log on to **www.coastlineeap.com**, *user name: Your Employer's Name* for information about EAP services, health topics, monthly newsletter and a link to access e-mail to request service.

Who Can Use the Services?

Coastline EAP is available to all employees of contracted employers and their family members, regardless of where they live.



What Happens When You Call?

A Coastline EAP consultant will:

- Ask the reason for your call.
- Offer to speak to you then, or at a time you prefer.
- Provide assessment and consultation and suggest helpful steps to address any urgent matters.
- Assist you to develop an action plan to address your concerns.
- Research and link you with available community services.

If counseling or additional treatment services are recommended, the consultant will:

- Research the best options and help arrange for those services.
- Clarify insurance coverage and covered options and seek sliding-scale services if needed.
- Identify crisis services quickly.
- Offer ongoing support and assistance.

Is It Confidential?

Coastline EAP maintains strict adherence to State and Federal laws, including HIPAA, governing the confidentiality of medical records and communication of personal health information. All records are kept in locked files in the custody of Coastline EAP and cannot be accessed by your employer.



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www.coastlineeap.com