



NEFI Insurance and Employee Programs
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NEFI Employee Assistance Program

A confidential source of help for our valued employee.

Our Employee Assistance Program is a free service available as a benefit to all employees and their family members. Experienced, compassionate consultants are available 24 hours a day, 365 days a year to provide you with immediate support as well as referral and follow-up services.

To ensure complete confidentiality, we have contracted with Coastline EAP to provide management and professional staff services for our Employee Assistance Program.

So, if a personal problem is affecting the quality of your life, Coastline EAP is there to help.

People Have Problems!

We all experience problems in our lives. We resolve most of them. But once in a while, a problem comes along that may seem overwhelming and won't "go away."

You don't know how or when it started, maybe aren't even sure what's wrong, and don't know how to start doing something about it. You probably need to take the time to talk with someone who can help.

Our EAP Can Help!

All you have to do is pick up the phone and call Coastline EAP. Within minutes you'll be talking to an experienced, professional Consultant.

The Coastline EAP Consultant, acting as your personal consultant, will spend time with you to identify what's happening in your life – perhaps an emotional problem, family stress, an alcohol or drug problem, relationship conflict, or legal or financial difficulties.

Once the problem is identified, your Coastline EAP Consultant will work with you to develop a plan of action.

What About Confidentiality?

Coastline EAP maintains strict adherence to the State and Federal laws which govern the confidentiality of medical records. All records are kept in locked files in the custody of Coastline EAP and your identity is not reported to management. Your call remains strictly confidential.

• Dental Insurance • 401(k) and 401(a) Retirement & Profit-Sharing Plans • Group Life & Insurance •
• Long-Term & Short-Term Disability Insurance • Company General Liability Industry Specific Insurance Programs • CDL Drug Testing
Programs • Employee Assistance Programs (EAP) • Customer Heating Oil Tanks Pollution & Replacement Insurance Programs •
• Regulatory Compliance • Business Success in Defense and Promotion of the Liquid Heating Fuels Industry •

How Can Coastline EAP Help?

Coastline EAP will help you resolve the problem or match you up with skilled resources in your community.

It will not cost you or your family members anything to use the services of Coastline EAP.

However, if you require the ongoing professional services of private therapists or programs, we will help you obtain them in accordance with your medical benefit plan.

Your Coastline EAP Consultant Will . . .

Provide all assistance over the phone on an unlimited basis.

- Identify the problem.
- Locate helping resources within your community.
- Help you make arrangements.
- Clarify insurance coverage.
- Provide ongoing support and assistance until your problem is resolved.
- Seek free services or negotiate sliding scale fees and extended payments for a family member who has no insurance coverage.

How to Contact Coastline EAP?

Simply call and identify yourself as an employee or family member seeking help through our EAP. A Consultant will take your call to discuss the nature of the problem and possible courses of action. Return calls and appointments will be arranged to fit your schedule, ensure privacy, and maintain confidentiality. In most cases, helping resources are identified within 48 hours.

All of us need some form of help at one time or another in our lives. Our Employee Assistance Program is there to help you.

EAP Enrollment Contact Donna Carcerano

(617) 923-5020

Or email: donna@nefi.com



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