



Your EAP is *private*.

Stating the Facts:

- EAP counselors are required to follow HIPAA laws, which protect your information and regulate how it is gathered, stored, and handled.
- EAP counselors hold master's degrees and clinical licenses that require them to follow strict ethical standards, including maintaining confidentiality.
- The EAP and its providers are contracted by USPS and operate with their own external systems, management, and mission—separate from USPS.
- The EAP can only share information if you provide written permission, and you can choose exactly what is shared and with whom.

Breaking The Myths:

- “EAP counselors are USPS employees.” **FALSE.** EAP counselors work for a different company.
- “EAP counselors send bills for the services directly to HR.” **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.” **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.” **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: 711 | [EAP4YOU.com](https://www.eap4you.com)