

More convenience  
More privacy  
More ways to access support

# Introducing an online intake process for counseling services

Bypass the phone call and submit your counseling request via an online request form!

[cca.eapintake.com](http://cca.eapintake.com)

Intended to be a quick, easy, and discrete way to connect you to a counseling professional, our secure\*, online counseling request form gathers basic demographics, provider preferences, and questions to screen for your health and safety\*\*, which is our primary concern. Within 2-4 business days, someone will be in touch with you.

\*We take your confidentiality very seriously. Before submitting the form, please review the Notice of Privacy Practices in accordance with HIPAA guidelines to understand how protected health information about you may be used and disclosed and how you can gain access to this information.

\*\*If you are experiencing a life-threatening situation, please call 911 or go immediately to an emergency room. If you are experiencing suicidal thoughts, homicidal thoughts, or domestic violence, DO NOT complete this form; please contact us at 888-978-1262.

Whether you're experiencing everyday stress or a major life challenge, let **JHEAP** help. The program provides you and your household members free, around-the-clock access to a range of stress management and work-life balance resources.

The image shows a hand holding a tablet displaying the 'Counseling Services' online request form. The form is titled 'Counseling Services' and 'Online Request Form for Counseling Services'. It includes a warning: 'If you are experiencing a life-threatening situation please call 911 or immediately go to an emergency room. If you are experiencing suicidal thoughts, homicidal thoughts, or domestic violence, DO NOT complete this form, please contact us at 1(800) 650-4707'. Below this is a 'Demographics' section with fields for 'Company/Institution Name', 'Last Name', 'First Name', 'Phone', 'Email', and 'Is retirement ID?'. There is also a section for 'We request the following information as a quick and easy way to refer you to a professional. Our questions screen for your health and safety, which is our primary concern.' with fields for 'Gender', 'Address', 'State/Province', 'Marital Status', 'Date of Birth', 'City/Town', 'ZIP/Postal Code', 'Type of Member', and 'What topic were you looking to receive support with?'. At the bottom, there is a field for 'How did you hear about the service?'.