

Who is CAI?

Cameron and Associates, Inc. (CAI) is an Employee Assistance Program (EAP) consulting firm who offers assistance to troubled employees and their household members.

What is an Employee Assistance Program (EAP)?

An Employee Assistance Program (EAP) is a confidential counseling program designed to help employees and household members who have personal problems that could interfere with their job performance and family life.

Why does your company offer this program?

Your company believes their employees are their most valuable asset. Your company recognizes that personal problems can affect job performance and that you, the employee, may be unable to resolve these problems alone.

What does the EAP cover?

Employees and their household members can receive confidential, professional counseling from our licensed therapists in the areas of marital troubles, adolescent, family, grief, stress, alcohol & drug abuse, emotional, financial, eating disorders, aging parents, career or any personal trouble that could interfere with your job performance.

Is the program confidential?

Yes, whether you are self referred or referred by a supervisor, all information remains strictly confidential unless you, the employee, sign a release of information form which will legally allow CAI to notify only those individuals specified in the release to receive information.



Who can use the EAP?

All full-time employees and their household members who are living in the household.

Where do I go for help?

CAI has offices nationwide. The corporate office is located in Atlanta, Georgia. When you call the toll free number or the local number, a representative will assist you with a convenient location.

Can I call any time?

CAI counselors may be contacted 24 hours a day, 7 days a week for urgent issues by calling the toll free number (800-334-6014 or locally 404-843-3399). When scheduling an appointment or requesting an authorization, please call during office hours (M-F 8:00am-5:00pm) for personal assistance.

What happens once I make an appointment?

A licensed clinical professional will assess and evaluate each employee's or family member's situation to determine the appropriate level of intervention needed and then recommend the most suitable and cost effective method of service.

What happens to my records?

All records are the property of CAI. At no time are our records a part of your company personnel records.

What happens if I need hospitalization?

If inpatient treatment services are needed, your counselor will assist you with accessing services through your medical benefit plan if applicable, or through community resources.

How soon can I get an appointment?

Each counselor maintains their own schedules. Many offer appointments after 5pm and on weekends. The counselor will schedule your appointment at the first available time that works with your schedule.

Who will know that I have called?

No one, unless you tell them. Your confidentiality is protected by CAI whether you are self referred or referred by your supervisor.

How much does this service cost?

The EAP is a pre-paid benefit provided by your employer for you and your household members. A designated number of sessions are available to you. You are not responsible for paying for EAP services within the designated number of sessions allowed. However, if services are assessed to be outside of the EAP scope, then you will be referred to your medical benefit plan or to community resources for further assistance. If you go beyond the designated number of sessions then the cost will be your responsibility.



Remember

If you find that you cannot keep a scheduled appointment, we politely ask that you call within 24 hours of your appointment, to cancel. We will gladly schedule another appointment at your convenience.