

Commonly Asked Questions About the Faculty Staff Assistance Program (FSAP)

What is an FSAP? The initials FSAP stand for Faculty Staff Assistance Program. The FSAP is a voluntary, confidential assistance program designed to help you with life's issues and situations where professional guidance is desired. The service is available 24 hours a day, 7 days a week, 365 days a year, at no cost to employees or their family members!

Who is eligible for this service? All employees, their domestic partners, family members living in the home, and dependents who are claimed for tax purposes.

How do I access the service? To use the FSAP, call 800.935.9551. Your call will be answered 24 hours a day by a master's level FSAP professional who can talk with you immediately.

Is the FSAP REALLY confidential? All information regarding your participation in the program is confidential except as governed by state and federal laws and regulations. Instances where your emotional condition makes you a threat to self or others, suspected child or elder abuse, and, in some states, spousal abuse are examples of cases that require reporting. Your employer will not even know that you participated in the FSAP unless you give your written consent. Sometimes a supervisor may recommend that you contact the FSAP if there has been a noticeable decline in job performance. If you decide to follow the recommendation, your supervisor will only be informed that the initial contact was made – no information about your conversation will be given to your supervisor without your written permission.

Is the FSAP part of my health insurance? No. The FSAP is a separate service that does not require health insurance to participate. However, an FSAP professional may recommend extended services beyond the scope of the FSAP, at which time your FSAP professional would assist you in accessing your health insurance plan for further coverage.

How many times can I use the FSAP? You have up to 4 sessions available for each separate problem which precipitates an FSAP call. There is no limit on "problem situations." For example, an employee might call the FSAP in March for difficulties with a child and would have 4 sessions available. The same person might call again in August due to the death of a parent and would have another 4 sessions available. Where do I go to see an FSAP professional? We have FSAP professionals all across the country, and we will connect you with one in your local area who has knowledge of the issue for which you called. We will request your zip code in order to match you with the closest qualified FSAP professional to your home or work.

Will I be contacted at work by an FSAP professional? Not unless you choose to be. In most situations, you will need to receive a call back to schedule an appointment. You will be asked for a preference to receive this call at home or work. FSAP professionals will not leave a message on your voice mail or answering machine without prior, verbal consent. Under no circumstance will a message reveal information regarding your use of FSAP services.

**For more information or to speak with an FSAP professional, call
1.800.935.9551**