



You now have 2 ways to access your benefit!

EMPLOYEE/MEMBER ASSISTANCE PROGRAM CASE REQUEST FAQ

What is the EAP Case Request?

This online intake form is an additional way to open an EAP case. You will receive a call back within one business day from a representative to assist you with your needs. The link is for non-emergency routine EAP referrals.

Who is eligible for using the EAP Case Request link?

All BHO EAP members can utilize the link to request to open an EAP case.

What do I need to do?

Click this link bhoptions.eapintake.com or scan this QR code and the form will pop up.



Have the following information handy to complete the form:

- Last name, first name, DOB
- Phone number, phone type
- Permission to call
- Please advise best time of day to contact you
- Email and permission to email

- Address, City/Town, Zip/Postal Code
- Employer/Company
- Employment Length
- Learned of EAP
- Occupation
- Relation to Employee
- Satisfaction Survey
- Modality
- Insurance Type
- Please provide a brief description of the issue(s) for which you are seeking support

Behavioral Healthcare Options will respond to your request within one business day. For further assistance, please call **1-800-280-3782**.

If you or a loved one has a mental health or substance use crisis, DO NOT complete this form. Call or text 988 to connect with the 988 Suicide and Crisis Lifeline. If you have an immediate, life-threatening emergency, call 911.

We are here to serve you!