



Employee Assistance Program (EAP) Features



CuraLinc's approach to EAP administration includes a variety of features that improve access to meaningful care and support employers at every level of the organization.

Key User Features

Around-the-Clock Access CuraLinc provides around-the-clock access to mental health support through a variety of modalities: toll-free phone, video counseling, text therapy, digital behavioral health and live chat.

In-the-Moment Clinical Support CuraLinc's licensed mental health clinicians are on the front line of care, delivering immediate services to participants when they need it most.

Comprehensive Assessment Every call, email, chat or text into the program is answered live by a licensed and experienced mental health clinician, who will conduct a comprehensive assessment to determine the participant's presenting issue(s) and problem acuity.

Evidence-Based Counseling Through CuraLinc's nationwide network of licensed behavioral health clinicians, the program helps members identify and resolve depression, anxiety, stress, relationship issues and substance abuse through face-to-face or video counseling.

Mental Health Advocacy For participants with acute MHSA concerns, CuraLinc will not only coordinate care to a provider or facility within their benefit plan, but also transition management of the case to the medical management provider.

Technology Suite CuraLinc leverages technology to expand the impact range of the EAP by offering customizable web and mobile platforms, as well as a variety of integrated point solutions, such as text therapy, telebehavioral counseling and digital behavioral health (dCBT).

Sub-Clinical Resources Participants have access to a wide array of sub-clinical resources, such as legal and financial consultation, expert dependent care referrals and coaching for mindfulness, sleep fitness and meditation.

Key Client Features

Crisis Response Services CuraLinc provides onsite clinical support to assist clients that are impacted by crisis events, such as workplace violence, robbery, a natural disaster or a workplace accident.

Organizational Development CuraLinc offers a broad range of customized workshops and training modules designed to make a client's staff and managers more effective.

Management Consultation CuraLinc's management consultants provide supervisors with expert, confidential guidance and support for managing difficult workplace situations.

Client Services Every CuraLinc client has a dedicated account service team and a single point-of-contact, who is responsible for driving awareness to (and value from) the program.