

CONCERN: Employee Assistance Program

STATEMENT OF UNDERSTANDING CAREER COUNSELING

1. You or your spouse or partner's employer contracts with CONCERN to provide, at no charge to you, one 1- hour visit with a career counselor. Up to four (4) additional visits with the counselor are available at a fee not to exceed \$75.00 per hour. You are responsible for the fees associated with these additional visits as well as the cost of any materials used in the counseling. The cost of such materials is not to exceed \$75.00. (Please note that in a few instances, the employer may have contracted for a benefit of more than one visit. Please confirm this with your counselor or by calling the CONCERN office at 800-344-4222.)

Participation in career counseling is voluntary.

2. Any charges incurred for services beyond the initial EAP visit and for the self-assessment materials are the sole responsibility of the client.
3. Clients who continue with a CONCERN counselor after their EAP visit will be contributing to the financial interest of its affiliate providers.
4. After your first visit your counselor may at his or her discretion charge you a fee for visits that you do not keep or that you cancel or reschedule with less than 24 hours notice.
5. Your career counseling benefit renews every twelve-month period as long as your employer maintains this benefit.
6. No information about your participation in this service will be given to your employer without your consent. Services are for career counseling only. No psychological counseling is provided; therefore, state and federal laws applying to confidentiality or medical records do not apply.
7. When you receive services from CONCERN, you agree to have any issue (except claims of malpractice) decided by neutral binding arbitration and are giving up your right to a jury trial. If you have any questions about this, please contact your employer's benefits department.
8. A formal procedure is available to handle any complaints about services. You may contact a clinical manager for details at (650) 940-7100 or (800) 344-4222.
9. Clients may be contacted by telephone or mail to survey satisfaction with CONCERN services and to provide any additional information.
10. I have read and understand the above statement of understanding provided by CONCERN. The above information was discussed with my counselor during the first career counseling visit.

Client Signature: _____ Date: _____

CONCERN Career Counselor: _____ Date: _____