



What is Concern, your Employee Assistance Program (EAP)?

CONCERN Employee Assistance Program (EAP) is a workplace program designed to identify and resolve production or operational problems associated with employees who are affected by personal problems such as stress, health, marital, family, financial, alcohol and drug, legal, gambling, emotional and other problems.

CONCERN EAP serves a wide range of customers in the Memphis metro and Mid-South region that represent manufacturing, distribution, government, health care, education, legal, transportation, hi-tech, law enforcement, retail sales, gaming and banking work sites.

Who Has Access to It?

Any employee or live-in who is experiencing emotional or mental distress that would not require inpatient care is likely appropriate for EAP counseling. Typically seen are people who have significant stress, relationship problems, anger issues, parenting and couples concerns, the loss of a loved one, life transitions, or depressive symptoms. Others may be seen for substance abuse issues, anxiety, lack of motivation, and other difficulties in the workplace. A growing segment of clients includes people who are managing chronic health conditions and seek assistance for weight loss and other changing lifestyle options.

How much does it cost?

The use of Concern is completely free to the employee and/or those in the household for the unlimited number of sessions. We do not want there to be any barriers such as the numbers of times allowed, to keep you from using this amazing service.

Referral/Resource Service “Just Ask”:

This is an additional service that is provided to clients. There are many times when an individual needs help accessing a resource or attaining information. Our aim is to serve as a conduit to help you with that need. If you are looking for child care providers in your area or long term care facilities for a loved one we will do the research for you so you have some options to choose from. We do not make any guarantees about the providers of the service, you must still do your own due diligence and vet whatever entity you select. If you are not sure we can help we say “Just Ask” by emailing Concern@bmhcc.org or complete a form on the website. We will respond within 24 to 72 hours. This is our baseline service. Other resource and referral services are offered for an additional cost.

Additional services offered:

- Problem assessment, unlimited problem-solving sessions (affiliate providers need authorizations)
- Critical Incident Stress Debriefings/Management, as needed
- 24/7 licensed counselor on-call via phone for crisis or urgent situations.
- Management consultations available
- Employee education programs, including drug-free workplace, harassment trainings, diversity training, and leadership development.
- Conflict resolution sessions
- Workplace violence prevention training and interventions, participate in health fairs and orientations
- Newsletter. The CONCERN Connection, links to current health care information via social media

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EMPLOYEE ASSISTANCE PROGRAM

How do I access the service?

Start by going to our website www.myconcerneap.com, click on "Client" and fill out the "New Client Intake" form online. Or you can always scan the qr code below to be taken to this paperwork. Then, simply call Concern at **901-458-4000** or **1-800-445-5011** then, let the receptionist know where you work plus, let us know you have completed your online paperwork and would like to schedule an appointment. Once you give them some of your basic demographics, we will coordinate with you to schedule you and/or your household members for a phone or a video telehealth session. Once COVID restrictions are lifted you can come to one of our 6 locations or we will connect you with one of our affiliate providers in your area.

Where are we located?

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| <input type="checkbox"/> Concern Midtown (Main Office) | 2670 Union Avenue Extended, Suite 610, Memphis TN 38112 |
| <input type="checkbox"/> Concern Bartlett, TN | 2996 Kate Bond Rd, Suite 207, Bartlett, TN 38133 |
| <input type="checkbox"/> Concern Germantown, TN | 2010 Exeter Road, Suite 1, Germantown TN 38138 |
| <input type="checkbox"/> Concern Jackson, MS | 1225 North State Street, Jackson, MS 39202 |
| <input type="checkbox"/> Concern Southaven, MS | 7535 Airways Road, Suite 210, Southaven, MS 38671 |
| <input type="checkbox"/> Concern Tipton, TN | 1995 Highway 51 S, Suite 203B, Covington, TN 38019 |



COUNSELING



Contact us at 901-458-4000

Or

1-800-445-5011

CONCERN: EAP is a member of the International Employee Assistance Professionals Associations (EAPA)