

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Frequently Asked Questions

The program's experienced counselors provided through TELUS—one of the nation's premier providers of **Employee Assistance Program (EAP)** services—can talk to you about anything going on in your life, including:

Family:

Going through a divorce, caring for an elderly family member, or returning to work after having a baby.

Work:

Job relocation, building relationships with co-workers and managers, or navigating through reorganization.

Money:

Budgeting, financial guidance, retirement planning, buying or selling a home, or tax issues.

Legal Services:

Issues relating to civil, personal and family law, financial matters, or real estate and estate planning.

Identity Theft Recovery:

ID theft prevention tips and help from a financial counselor if you are victimized.

Health:

Coping with anxiety or depression, getting the proper amount of sleep, or how to kick a bad habit like smoking.

Everyday Life:

Moving and adjusting to a new community, grieving over the loss of a loved one, military family matters, or training a new pet.

TELUS:

Our EAP provider is TELUS Health (formerly LifeWorks). In 2022, TELUS and LifeWorks integrated to create the most trusted wellbeing company in the world. Your program includes up to five confidential consultations per issue/per calendar year for you at no cost to you!

If you're simply looking for information, the program offers easy to use educational tools and resources, online and through a mobile app.

Are the Assistance Program services confidential?

Yes. Any personal information provided to the EAP stays completely confidential.

Is the EAP free?

Yes. There is no cost to you because PENN Entertainment pays for the services provided within the TELUS program.

Does the program have any limitations?

TELUS may not cover all services you may need. Your EAP does not provide: inpatient or outpatient treatment for any medically treated illness, prescription drugs, treatment or services for intellectual disability or autism, counseling services beyond the number of sessions covered or requiring longer term intervention, services by counselors who are not TELUS providers, counseling required by law or a court, or paid for by workers' compensation.

Scan for more FAQs:



Visit the Benefits Hub for more program info!

Access via Team Member Self Service at mypennentertainment.com