



Call Center Direct Scheduling

Frequently Asked Questions (FAQs)

Q: What is direct scheduling?

A: Direct scheduling is when the EAP call center clinician assists you with setting up your first EAP counseling appointment. Lucet EAP call center clinicians can schedule your counseling appointment with Master level licensed providers who specialize in individual, couples, and family therapy. Psychiatric care, such as prescribing medications, is not included in EAP services. However, if you have Lucet as your behavioral health provider, we can warm transfer you to them for additional help with those services as needed.

Q: Who is eligible to access direct scheduling for counseling through the EAP?

A: Eligible members include the employee, any of their household members and dependents up to age 26 not living in the home.

Q: Can I ask for a provider by gender or specialty?

A: Yes, you may let the clinician know when you call what you are looking for in your EAP provider such as gender, race, if they are faith based etc. The Lucet call center uses a schedule first approach, offering you the earliest available appointment. Together with the EAP clinician, you will be able to choose from available providers, using filters to match you to one based on demographics, needs and preferences.

Q: How soon can I meet with a therapist for EAP counseling?

A: Your first appointment with a therapist via secure Zoom live video may be scheduled as soon as 24 hours after contacting the Lucet call center. Online therapy sessions give you the flexibility to meet with your therapist from wherever you are most comfortable, and you can still see your provider face to face.

Q: How much does the counseling cost?

A: Sessions offered through the EAP benefit are of no cost to you, your household members or for your dependents up to age 26 not in your home.

Q: How do I know how many sessions are available through the EAP?

A: Your employer has set the number of allotted sessions available through the EAP.

These sessions are confidential. Your employer will never know if you have used these sessions or why unless you disclose to them yourself or sign a release of information. After you have completed the allotted sessions, you may choose to use your insurance to continue counseling if your health insurance is accepted by the provider or pay out of pocket.

[More on Next Page](#)



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Q: Are in-person therapy appointments available?

A: In-person therapy appointments through direct scheduling are currently available on a limited basis, with efforts underway to expand availability. If an in-person appointment isn't available, the Lucet EAP call center clinician can assist you with finding other in-person options.

Q: How do I schedule and confirm my first appointment?

A: Please follow these steps.

Step 1: Contact Lucet EAP

Call **800-624-5544** to connect with a Lucet EAP call center clinician and get started. A clinician will do a quick assessment to determine your needs and if there are any additional resources or services that may be helpful.

Step 2: Choose an Appointment Time, Then a Provider

While speaking with the EAP call center clinician, you will first choose your preferred appointment time. Then, together you'll review available providers and use filters to match you to one based on demographics, needs, and preferences.

Step 3: Complete Registration

After selecting a time and provider, you will receive an email from patient.email@rula.com.

In that email, there will be a link you need to click on to create a login, fill out information, and accept the appointment. **Your appointment is not confirmed until this is completed and will be cancelled if this is not done within 24 hours of receiving the email.**

The registration will ask for your credit card information. This is only needed because **if you were to miss or cancel your appointment with less than 24 hours' notice, you will be charged a fee on that card.** It's much like with in-person appointments, such as with your doctor.

You will receive emails and text reminders leading up to the appointment. You can click on the link in the email or text to connect to the platform, which will have a join link at time of appointment.

Q: How do I cancel or reschedule my appointment?

A: If you need to cancel or reschedule your appointment, do so more than 24 hours before the appointment. You can do that by logging to the Rula platform. In your dashboard, find the appointment time and clicking on the three little dots next to the provider's name: cancel or reschedule.

◆ Your well-being is our priority.

Lucet EAP provides confidential support, counseling services and resources to help you overcome life challenges and live a happy, balanced life.

Call 800-624-5544 | Visit eap.lucethealth.com

Your company code:



Scan to learn more at
eap.lucethealth.com