

Self-Service Scheduling for Counseling Frequently Asked Questions (FAQs)

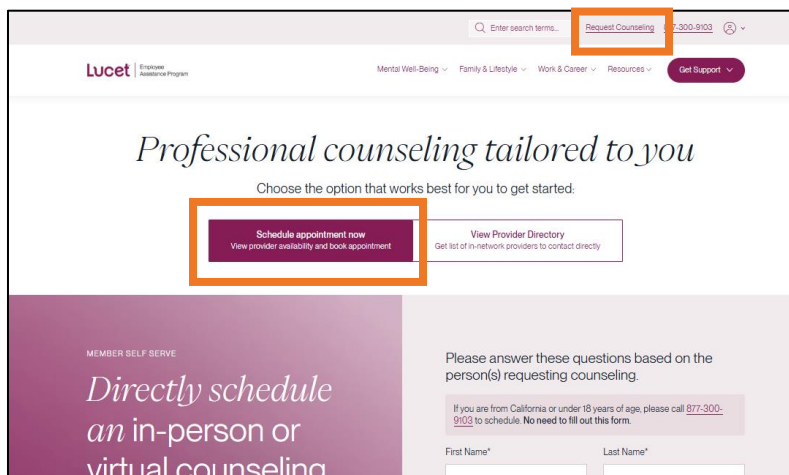
Q: What is self-service scheduling?

A: You can now schedule your first EAP counseling appointment directly through the Lucet EAP website. After answering a few questions, Lucet’s direct booking platform allows you to browse available providers and select a time slot that works best for you.

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

A: Please follow these steps.

1. Request counseling session – Visit eap.lucethealth.com, click on request counseling (on the top right hand side of navigation bar). Use toggle button to select ‘Schedule appointment now’ and complete a short form to provide your contact information and tell us more about your needs.



2. Browse providers and appointment slots – You’ll be redirected to our scheduling platform, where you’ll answer a few brief questions. Based on your needs and preferences, you’ll see a personalized list of in-network providers with real-time availability, and you can refine results using filters such as location radius, gender, appointment type, age, ethnicity, and language.
3. Book your appointment – Choose the provider and time that work best and finalize your booking right in the platform.

4. Complete registration - You will receive an email from the provider with a link to complete the intake process. Your appointment is not confirmed until this is completed. You will be asked for credit card information in case of no-show or late cancellation fees. If you can't find your appointment confirmation or access link, please check your spam or junk folder.
5. Attend your counseling session – You will receive an email with your appointment confirmation and all the details you need for your session.

Q: How do I cancel or reschedule my appointment?

A: If you need to cancel or reschedule your appointment, please do so more than 24 hours in advance. Cancel or reschedule by logging in to the Lucet direct scheduling platform. In your dashboard, find the appointment time and click on the three little dots next to the provider's name: Cancel or Reschedule. If you can't find your appointment confirmation or access link, please check your spam or junk folder.

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

A: First available appointments will depend on your needs and preferences. Virtual appointments may be available as early as next day. You can sort and filter providers to show those with the earliest available appointments in the scheduling platform.

Q: Can I select a provider by gender or specialty?

A: Yes, you can use filters to match you to providers based on demographics, needs and preferences such as gender, race, if they are faith based etc.

If you have any questions or experience issues, please call 877-300-91903