



How Mental Health Support Works for Your Family

Your Employee Assistance Program (EAP) benefits are available to you and your dependents. Through your benefits, counseling is available for eligible household family members, including children and teens.

Many families aren't sure where to start, or whether what they're experiencing "counts." In reality, support can help at any stage—from early stress to more persistent challenges.

When you reach out, you'll connect with a Member Care Navigator who listens, helps determine next steps, and coordinates care if counseling is the right fit.

For younger children, a parent or guardian is typically involved in getting started. For teens, there can be more flexibility depending on their age, maturity, and the provider's clinical judgment. For adults (18+), counseling can be accessed independently.

What this means for your family:

- Children can receive counseling support at any age (most providers see school-age children and older)
- Teens may have some ability to seek support directly, with provider guidance
- Parents and caregivers are often part of the process, especially for younger children

We're Here to Help.

Connect with a Member Care Navigator who can help you find the right support for your child, teen, or family.

Support is available for children, teens, and adults. While adults (18+) can schedule on their own, teens may also be able to request counseling with provider guidance, and younger children receive support with parent or caregiver involvement.

Call: **800.395.1616**

You don't need to have all the answers.

Starting with a conversation is often the first step toward feeling more supported and confident in what to do next.



When Should My Child Use Mental Health Support?

Supporting your child's well-being doesn't have to start with a crisis.

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You might consider support if your child is...

- Feeling anxious, overwhelmed, or worried often
- Struggling at school or losing interest in activities
- Withdrawing from family or friends
- Having difficulty with sleep, mood, or behavior
- Adjusting to a major change (move, loss, family change)

Can my child reach out on their own?

- **18+:** Yes! Anyone 18 and older can schedule independently.
- **Ages 12-17:** It depends. A child in this age range may request counseling, but our Member Care Navigators help determine the role of parent/guardian.
- **Under 12:** No, a parent/guardian needs to be involved in scheduling and care.

What type of support may help?



Coaching or early support:
Everyday stress,
big transitions



Individual counseling:
Ongoing emotional or
behavioral concerns



Family counseling:
Communication
challenges or shared
concerns at home

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Understanding Mental Health in Younger Children

Mental health in children doesn't always look the way you expect.

Young children may not have the words to describe how they feel. Instead, their mental health often shows up through behavior, mood, or physical changes.

Signs to look for in younger children

More frequent meltdowns or irritability

Trouble sleeping or changes in appetite



Difficulty focusing or changes at school

Regressive behaviors (bedwetting, thumb-sucking)

Clinginess or separation anxiety

These behaviors don't always indicate a major problem, but they can be a sign that a child needs extra support.

How counseling can help:

- Gives children a safe, supportive way to express feelings
- Helps them build coping skills through age-appropriate approaches (like play or conversation)
- Supports parents with guidance and strategies

What to expect as a parent:

- You'll typically be involved in the process
- The provider will guide how sessions are structured
- Support often includes both the child and the caregiver

Getting support early can make a meaningful difference, and helps children build healthy emotional skills over time.

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Teen Mental Health: What Parents Should Know

Supporting a teen's mental health can feel different than supporting a younger child. Teens are building independence, but they still need support—and sometimes that support comes from outside the family.

When might a teen benefit from counseling?

- Increased stress, anxiety, or emotional ups and downs
- Social challenges or isolation
- Academic pressure or burnout
- Big changes at home or school

Can my teen seek counseling on their own?

- Teens 12 and older may be able to request counseling
- Providers assess whether they're ready to engage independently
- Providers also help determine how and when parents are involved

This approach creates space for teens to open up, while still keeping parents appropriately included when needed.

How parents can help:

- Normalize asking for support ("It's okay to talk to someone")
- Stay open and curious, not reactive
- Let your teen know they don't have to handle everything alone

What to expect as a parent:

- Counseling is confidential, within appropriate guidelines
- The provider helps guide the level of family involvement
- The goal is to support both the teen and the family as a whole

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Support is available for children, teens, and adults. While adults (18+) can schedule on their own, teens may also be able to request counseling with provider guidance, and younger children receive support with parent or caregiver involvement.

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Mental Health Support for Your Children

Who counts as a dependent?

Dependents are eligible household family members, typically a child, who may be able to access support through your benefits.

Can my child or teen receive counseling?

Yes. Counseling is available for eligible household family members, including children and teens.

At what age can my child start counseling?

Children can receive counseling at any age (most providers see school-age children and older).

Can my teen schedule counseling on their own?

Teens 12 and older may be able to request counseling directly, depending on their maturity and the provider's assessment.

Do parents need to be involved?

For younger children, parents or caregivers are typically involved. For teens, providers help determine the appropriate level of involvement.

What about adults?

Dependents 18 and older can access counseling independently.

Do we have to know exactly what kind of support we need?

No. A Member Care Navigator can help you understand your options and guide next steps.

If this is happening...

Consider this type of support

your child is struggling emotionally on their own

Individual Counseling

your family is having communication challenges

Family Counseling

there are parenting concerns or behavior challenges

Individual or Family Counseling
(depending on situation)

multiple family members are affected by the same issues

Family Counseling

How Age Factors In

- **Individual counseling:** available at any age (commonly starting around 5+)
- **Family counseling:** available at any age
- **Ages 12–17:** may request support with provider guidance on parent involvement
- **18+:** independent access

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Visit: **members.uprisehealth.com**