



# PWP

Pastor Wellness Program



## Questions & Answers for your Pastor Wellness Program

### What is a Pastor Wellness Program (PWP)?

A **Pastor Wellness Program (PWP)** is a valuable benefit offered to employees and their eligible family members for professional counseling services and other wellness benefits. This benefit is available so that personal or professional struggles that may affect job performance are addressed before they have an opportunity to cause further disruption. It is designed in such a way that employees incur no cost as they seek professional help.

### How does the PWP work?

Accessing your PWP is very simple. To use your PWP benefits, call 800-527-2322, Monday through Friday, 8:00am to 4:30pm (ET). You will be scheduled to meet with a professional counselor.

For those who reside or work within Philhaven's primary service area, you will be scheduled at a Philhaven outpatient office convenient to you. For those who live outside this area, you will be referred to one of Philhaven's carefully selected affiliate providers (clinicians providing service on Philhaven's behalf) at locations nearby.

### How can the PWP help me?

Your PWP can help in a variety of circumstances, including marital and family issues, emotional and stress-related problems, anger management, challenges with drugs and alcohol, and co-worker or vocational difficulties. Your PWP can also address other areas related to your well-being, such as life balance and pre-retirement planning.

In certain cases, a supervisor may encourage the use of the PWP to an employee when a personal problem could be affecting or interfering with job performance. However, it is always the employee's decision whether or not to seek help.

### Why does my company have a PWP?

Your company understands and recognizes that everyone has personal challenges at home or on the job and occasionally needs support before those issues affect their health, well-being or job performance.

Your company has decided to establish this program to help you and your family members find ways to effectively resolve and overcome life's challenges in a healthy and constructive way.

### Will anyone know if I use my PWP?

No. Under ordinary circumstances, no one (including your employer) will know that you have used PWP services. Records surrounding Philhaven PWP usage are kept confidential according to all applicable federal and state laws and regulations regarding patient confidentiality.

### What are the cost and eligibility requirement of the program?

Your company provides you with a limited number of free PWP sessions per year as a part of your employee benefits package. You can call the PWP line at 800-527-2322, Monday through Friday, 8:00am to 4:30pm (ET), to inquire about the number of sessions your company offers.

In situations where the PWP clinician recommends counseling beyond the free PWP sessions, you or your insurance company will be financially responsible.

**Your Pastor Wellness Program is provided to you at no cost to support you and help resolve life's challenges.**

**YOUR PWP IS FREE • EASY TO USE • CONFIDENTIAL**  
**800-527-2322**

**Monday–Friday, 8:00am–4:30pm (ET)**