**Get Faster Access to JHEAP Counseling Services with New Online Intake Form**

John Hopkins Employee Assistance Program (JHEAP) features a new online intake process for counseling, which gives staff members the option to submit their counseling requests either by phone or [via online form](https://cca.eapintake.com/Pages/cca/cca).

The online form, which is for low-risk counseling needs and non-urgent requests, asks for basic demographic information, provider preferences and other health and safety questions to locate the best provider available for you. Online requests will be processed in the same manner as telephonic requests, and employees will receive a response in two to four business days.

Please note that the online form is secure and includes the JHEAP’s Notice of Privacy Practices regarding confidentiality. In an emergency (thoughts of self-harm, harm to others or other high-risk situations), the form will direct employees to 911 or their local emergency room. Please contact JHEAP at 888-978-1262 for urgent support.

Whether you’re experiencing everyday stress or a major life challenge, JHEAP is available 24/7 to help. The program provides you and your household members free, around-the-clock access to a range of stress management and work-life balance resources.

If you have any questions or difficulty accessing the new form, please email [eap@jhu.edu](mailto:eap@jhu.edu).