

USCG EAP Transition FAQs

Version 2.0

August 6, 2026

The Coast Guard is transitioning to a new Department of Homeland Security Employee Assistance Program contract. To align with the needs of the Coast Guard civilian workforce, these services will be delivered through the **Coast Guard Civilian Wellness Program**, branded as **CG Civilian Wellness**.

CG Civilian Wellness provides Employee Assistance Program (EAP) services for eligible Coast Guard civilian employees and their eligible dependents. These services include confidential short-term counseling, work-life resources, management consultation, critical incident support, training, and related support services.

Supporting You and Your Family. Strengthening Mission Readiness.

Important Notice: **CG Civilian Wellness** is exclusively available to eligible Coast Guard civilian employees and their eligible dependents. Active duty and reserve military members are not covered under this program and should continue to use Military OneSource and other military-specific support resources.

Below are frequently asked questions about **CG Civilian Wellness**, including eligibility, services, benefits, and transition information.

Q1. What is the Coast Guard Civilian Wellness Program?

A.1 The **Coast Guard Civilian Wellness Program**, branded as **CG Civilian Wellness**, provides Employee Assistance Program (EAP) Services for eligible Coast Guard civilian employees and their eligible dependents.

CG Civilian Wellness offers confidential, short-term counseling, work-life resources, management consultation, critical incident support, training, and related services to help civilian employees and their eligible dependents address personal and work-related challenges.

The Coast Guard is transitioning from the Federal Occupational Health (FOH) EAP contract to the new DHS EAP contract. Under the new contract, EAP services for the Coast Guard civilian workforce will be branded as **CG Civilian Wellness**.

Q2. What happens if I am already receiving counseling through FOH EAP when CG Civilian Wellness begins?

A2. All open FOH EAP cases will close at the end of **September 30, 2026**. Any unused counseling sessions authorized under FOH EAP will not carry over and will not be paid by FOH EAP or the new **CG Civilian Wellness** vendor after that date.

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If you are currently seeing an EAP counselor, you may be able to continue with the same counselor under **CG Civilian Wellness** if that counselor is also in the new vendor's network. To do this, you must contact **CG Civilian Wellness** and request a new authorization.

If your current counselor is not in the new vendor's network, contact **CG Civilian Wellness** to be connected with a new EAP counselor.

Q3. What happens if I am using FOH work-life or other EAP services when CG Civilian Wellness begins?

A3. All open FOH EAP and work-life service requests will close at the end of **September 30, 2026**. Any unused or incomplete services authorized under FOH EAP will not carry over and will not be paid by FOH EAP or the new **CG Civilian Wellness** vendor after that date.

If you still need support after the transition, contact **CG Civilian Wellness** and submit a new request for services. This may include work-life services such as legal or financial consultation, childcare or elder care referrals, professional care management, health coaching, or other available resources.

CG Civilian Wellness will review your request and connect you with the appropriate service or referral under the new program.

Q4. Who is eligible to use CG Civilian Wellness?

A4. CG Civilian Wellness is available only to eligible Coast Guard civilian employees and their eligible dependents.

Eligible users include:

- Coast Guard full-time appropriated and non-appropriated fund civilian employees
- Certain Department of War civilian personnel serving with the Coast Guard
- Eligible dependents of covered civilian employees
- Survivors of Coast Guard civilian employees for up to 180 days after the employee's death

Eligible dependents generally include immediate household members who are dependents, such as spouses or partners, children, and elderly parents who share financial or family caretaking responsibilities.

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Q5. Is CG Civilian Wellness available to military members?

A5. No. **CG Civilian Wellness** is for eligible Coast Guard civilian employees and their eligible dependents only. It does not provide EAP counseling services directly to active duty or reserve military members.

Military members should use appropriate military support resources, such as Military OneSource or other resources identified by Coast Guard leadership or command channels.

In critical incident situations involving both civilian and military personnel, **CG Civilian Wellness** may support the Coast Guard's Critical Incident Stress Management team. However, formal EAP services under **CG Civilian Wellness** are limited to covered civilian employees and their eligible dependents.

Q6. Are CG Civilian Wellness EAP services confidential?

A6. Yes. **CG Civilian Wellness** EAP services are confidential. EAP records and information are protected under applicable federal and state laws and regulations, including the Privacy Act and confidentiality rules for substance use-related records.

Information is not shared with supervisors or management without the client's written consent, except in limited circumstances required or permitted by law, such as danger to self or others, suspected child or elder abuse or neglect, a valid court order, a medical emergency, or other legally required reporting.

Q7. How do civilian employees and eligible dependents access CG Civilian Wellness?

A7. Eligible Coast Guard civilian employees and eligible dependents can access **CG Civilian Wellness** 24 hours a day, 7 days a week, 365 days a year by calling the dedicated toll-free number: **1-888-718-9508**.

The program will also include a dedicated **CG Civilian Wellness** website where eligible users can request a callback, access program information, and use Work-Life resources. The website address will be provided at a later time.

Q8. Are CG Civilian Wellness counseling services available for eligible dependent children?

A8. Yes. **CG Civilian Wellness** offers short-term, non-medical counseling support for eligible dependent children, based on age and service type:

- **Youth ages 13 to 17:** Eligible for individual and family sessions.

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- **Children ages 6 to 12:** Eligible for family-based sessions.

NOTE: Written parental or legal guardian consent must be obtained and documented before EAP counseling services are provided to anyone under age 18.

Q9. What counseling services are available through CG Civilian Wellness?

A9. **CG Civilian Wellness** provides short-term, solution-focused, non-medical counseling and problem-solving support for eligible Coast Guard civilian employees and their eligible dependents.

Counseling may address concerns such as:

- Stress
- Family or relationship issues
- Parenting concerns
- Emotional distress
- Workplace concerns
- Alcohol or drug-related concerns appropriate for EAP-level support
- Financial or legal stressors
- Other personal issues that may affect well-being or work performance

The benefit allows up to **12 EAP sessions per client, per distinct issue, per year**. Counseling may be available in person, by phone, or virtually, depending on the client's needs, location, and provider availability.

Q10. How quickly can civilian employees or eligible dependents get help through CG Civilian Wellness?

A10. **CG Civilian Wellness** is designed to provide timely support.

For routine counseling requests, the initial assessment appointment should be scheduled within **3 business days** of the initial request. Crisis counseling by telephone is available **24/7**, and immediate crisis intervention is available in emergencies.

For work-life services, initial responses are generally provided within **1 business day**, and standard work-life referrals are generally provided within **3 business days**.

Q11. What work-life services are available through CG Civilian Wellness?

A11. **CG Civilian Wellness** includes work-life services for eligible Coast Guard civilian employees and their eligible dependents. These services are designed to help with personal and family responsibilities that may affect well-being, readiness, and productivity.

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Work-Life services may include support for:

- Childcare
- Elder care and adult care
- Legal consultation
- Financial consultation
- Education, career, and employment counseling for eligible dependents
- Home, relocation, and daily living resources
- Emergency backup dependent care
- Tax filing support and consultation
- Health coaching

Q12. Does CG Civilian Wellness provide emergency backup child or elder care?

A12. Yes. **CG Civilian Wellness** includes an **Emergency Backup Dependent Care** benefit to assist when regular care arrangements are unavailable, such as caregiver illness, school or facility closures, unexpected overtime, or other temporary disruptions.

Eligible civilian employees may use up to **10 days, or visits, of backup care per fiscal year**, subject to program requirements and availability.

This benefit may cover in-home or center-based care for children, elderly dependents, adult dependents, and self-care when the employee is ill or recovering from illness or surgery.

In-network care requires a **\$10 daily copay**. Reimbursement options may be available for out-of-network providers or personal caregivers, such as a trusted neighbor, friend, or family member, consistent with program rules.

Q13. Can supervisors use CG Civilian Wellness?

A13. Yes. Coast Guard supervisors, managers, and leaders may use **CG Civilian Wellness** for management consultation related to the civilian workforce.

Management consultation can help supervisors address employee performance or conduct concerns, workplace issues, supervisory referrals, critical incidents, and appropriate use of EAP services. These consultations are designed to support supervisors in helping civilian employees connect with appropriate resources while maintaining EAP confidentiality requirements.

For non-emergency management consultation requests, initial contact is expected within **1 business day**, and a scheduled telephone consultation is expected within **3 business days**,

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subject to manager availability. Urgent or crisis-related issues receive same-day telephonic consultation.

Still Have Questions?

If you have questions not covered on this page, or if you are ready to request services, **CG Civilian Wellness** is available 24 hours a day, 7 days a week, 365 days a year.

Call the dedicated toll-free number at **1-888-718-9508** or visit the secure **CG Civilian Wellness** website at **[TBD]**.

Trained EAP professionals are available to help eligible Coast Guard civilian employees and their eligible dependents connect with confidential support, work-life resources, and appropriate referrals.

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