

FAQ: Employee Assistance Program Work/Life FAQ

Learn more about our Employee Assistance Program (EAP) and the benefits it provides you and your family members. Effective July 1, 2020, Deer Oaks is providing our EAP Work/Life services. LifeMatters' last day as our service provider is June 30.

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What changes with our new EAP-Work/Life provider?

- We are pleased to announce enhancements to our EAP Work/Life benefit that are available at no cost to you. New features include:

- [Six counseling sessions](#), per person, per year, per topic. This is an increase from five.
- [Six personal coaching sessions](#), per person, per year, per topic to help employees and their family members achieve their personal or professional goals.
- **Weekly wellbeing webinars.** We have seen the demand for these services increase during COVID-19 and as we transition to telework.
- **People to help research available services for you.** This includes finding pet sitters, day care providers, movers, or repair services.

What remains the same with our new EAP Work/Life provider?

- Key elements of the EAP Work/Life benefit will stay the same. This includes”
 - Around the clock personal, legal, and financial counseling for employees and dependents
 - **No user fee.** As an employee benefit, using EAP-Work/Life will not cost you anything.
 - **Confidential.** Use of EAP-Work/Life is private except where guided by law.
 - **Phone numbers.** Call 800-657-3719 or 651-259-3840 anytime. (Support for the Line callers use: 833 731-0680.)
 - **Website password.** Use username and password: stmn1 (or stmn2 for Support for the Line) to access the [Deer Oaks website](#).

What if I was in the middle of counseling sessions with LifeMatters?

- If you were using services through LifeMatters, you must now transition to Deer Oaks. LifeMatters notified their current users of this in the weeks leading up to the change. To support you with your transition to Deer Oaks, you may meet with a counselor six times, even if you have already redeemed these services through LifeMatters.

May I continue with my LifeMatters provider?

- Your provider must be in the Deer Oaks network. Call Deer Oaks at Call 800-657-3719 or 651-259-3840 to find out if your provider is within network. Your counselor might be able to join the Deer Oaks network if they are not in it already, otherwise Deer Oaks will refer you to a new counselor.

What is “Support for the Line?”

- Support for the Line is a new EAP Work/Life service for state employees whose daily work in Corrections, Public Safety, and DNR Enforcement often exposes them to violence and significant threats. Support for the Line counselors have knowledge and experience in these challenging jobs and use their knowledge to support State of Minnesota employees and their families.

Did EAP Organizational Health services change?

- No. The EAP Organizational Health team is unaffected by the change in EAP Work/Life providers. The EAP Organizational Health team is an internal service that is not contracted out.

For a little more info about the two components of the Employee Assistance Program, visit www.mn.gov/eap, or contact any your EAP Organizational Health consultant.

Who can help me with any questions or concerns about the change in EAP Work/Live providers?

- By phone, call the familiar EAP-Work/Life phone number: 800-657-3719 or 651-259-3840.
- Or go online to www.deeroakseap.com with username and password stmn1.

General Questions about the EAP-Work/Life Benefit

What is an Employee Assistance Program (EAP)?

An EAP is a voluntary, confidential program that helps employees (including management) work through various life challenges that may adversely affect job performance, health, and personal wellbeing to optimize an organization's success. EAPs also often work with management and supervisors providing advanced planning for situations, such as organizational changes, legal considerations, emergency planning, and response to unique traumatic events. *Text taken from the Federal Office of Personnel Management.*

Why does the state have an EAP?

We care about your well-being. We understand that our personal lives affect your professional lives, and vice versa. To support you and your family members in every aspect of your life, we provide an Employee Assistance Program that can support you with whatever challenge comes your way.

The State of Minnesota's EAP was initiated in 1976 by executive order. The state legislature established the EAP in statute in 1980. ([Minn. Stat. 43A.319](#))

What is Deer Oaks?

To respect your privacy and confidentiality, we partner with an outside organization that provides these services at no cost to you.

The state contracts with Deer Oaks to provide the 24/7 Counseling and Work/Life component of the EAP benefit. Deer Oaks won the competitive bid for the state's EAP contract in 2020. From 2010 until July 1, 2020, the provider was LifeMatters (parent company: Empathia). The state's contract with Deer Oaks is managed in MMB by SEGIP.

Is there a cost for using EAP services?

No. As an employee benefit, all EAP services are provided without user costs. If your path to resolving your matter will include another resource, such as another service in your health plan or community, your consultant will help you identify service costs (if any) and offer to connect you with that resource.

Is my contact with EAP Work/Life Counseling confidential?

Confidentiality is the cornerstone of the EAP Work/Life Counseling program's success. Any employee's contact with Deer Oaks Work/Life Counseling will not be shared with any person (including Human Resources or supervisory staff) or agency outside of Deer Oaks without the client's written permission.

The one exception to confidentiality is specified under data privacy laws requiring counselors to notify authorities of significant concerns over someone's safety, especially when that person is a child or vulnerable adult. All clients are given a full explanation of the exceptions and other data privacy practices at the time of intake.

Can I use EAP Work/Life as many times as I need?

You and your and dependent family members may consult with Deer Oaks Work/Life Counseling over the phone as much as you need.

What does “six sessions” of counseling mean?

The EAP benefit includes unlimited counseling by phone, and up to six sessions of in-person counseling per topic per year. Deer Oaks EAP Work/Life Counseling has an extensive statewide network of counselors for employees and dependent family members to meet with. Usually counseling sessions last up to an hour.

If further counseling is recommended, Deer Oaks can help transfer you to another counselor in your community or within your health plan’s provider network.

Who is eligible to use the EAP Work/Life benefit?

All state employees and their dependents are eligible for the EAP Work/Life Counseling benefit. “Dependents” includes spouses and children up to age 26. “Dependents” are defined more specifically in SEGIP’s “Your Employee Benefits Book” which you can find on the [SEGIP benefits page](#).

How does EAP Work/Life’s financial counseling service work?

When you contact Deer Oaks, inform the counselor that you are seeking financial consultation. You will be transferred to a team of personal financial counselors who will help with the following:

- Unlimited financial consultation with certified financial representatives
- Debt management, credit report reviews, budgeting, financial planning
- Online educational materials and calculators

What is the EAP Work/Life’s legal consultation benefit?

Deer Oaks Work/Life legal counseling provides the following services:

- A free 30-minute initial telephonic or in-person consultation with a local attorney who understands the area of law you want help with
- Discount of 25 percent on attorney’s hourly rate if the client needs continued representation.
- Will kits; simple wills at no or low cost
- Online legal templates and forms
- Document review (up to six pages)
- Phone call or letter prepared by attorney to resolve simple disputes

The Work-Life Counseling benefit can help with almost any common legal concern (estate, landlord-tenant, injury, divorce, etc.). This resource cannot help with employment law. For employment concerns, contact your union for additional resources.

