



HealthPartners® Employee Assistance Program (EAP)



We help you with the tough stuff

Experience unparalleled convenience, personal support and outstanding value with HealthPartners EAP.

Unparalleled convenience

Because life's busy and not everyone seeks help the same way, your employees will have 24/7, unlimited access to their EAP anywhere, all the time. Giving them the help they need when they want it and the way they want it.

Phone line

Masters-level counselors are available when your employees' worries keep them up at night and away from work. Interpreters are also available in more than 160 languages.

Online

Through our inviting and informative website your employees will enjoy monthly topics, a savings center, webinars and more than 4,000 articles and tips sheets. They can access resources on everything from relationships and parenting to work, legal and financial help.

Instant messaging

For your employees who want to keep their conversations private, they can consult with an EAP counselor through our website by instant messaging using eSessionCONNECTSM or a Work-life expert through LiveCONNECTSM.

Mobile

Anytime, anywhere access is available to your employees when they're on the go. They can text an EAP counselor wherever they are. Or conveniently search for child and elder care resources using the iPhone iFindCare app.



Personal support

You'll experience full-service, ongoing support for your employees, your managers and you. Whether it's personalized assistance for your employees, on-site manager and employee orientations, or promotional materials, we've got you covered.

For your employees

Your employees will receive personal and professional counseling and support for a variety of complex and everyday issues in a way that works for them. The EAP counselors will work one-on-one with your employees to help them with the tough stuff so they can enjoy life a little more.

- **In-person support:** Some people feel more supported and at ease when they can meet with an EAP counselor in person. If that sounds like your employee population, in-person counseling sessions are available for an additional fee. Choose up to three or six sessions per issue.
- **Work-life support services:** Work is a huge part of your employees' lives. And can be a large stressor for most people. That's why finding a work-life balance is so important to living the best life possible. Work-life experts are available over the phone to help your employees with work concerns, finding child and elder care resources, achieving work-life balance and more. Phone consultations are unlimited and language interpreters are available.
- **Support from an attorney:** Legal issues can be overwhelming, costly and time-consuming. The EAP can help your employees cut down their legal costs and time by directing them to appropriate resources and providing a discount of 25 percent on most hourly rates if the attorney is retained. They can talk with an attorney over the phone or in-person for each legal issue.
- **Financial support:** Let HealthPartners EAP help your employees take control of their finances. From getting out of debt and balancing their finances to budgeting for a health savings plan, your employees will get the personal support they need. They'll have unlimited

access to tools and resources online and to a financial specialist over the phone.

For your managers

On a daily basis, managers deal with employee performance issues, coworker conflicts and difficult employee behavior. That's why we provide unlimited phone consultations and online resources for them, too.

And for particularly challenging situations involving natural disasters, workplace violence, or grief and loss, critical incident stress management is available 24/7 via unlimited phone consultations and a three-hour on-site consultation. Additional on-site support is available for a fee.

For you

From implementation support to on-site assistance, you'll receive the personal help you want to ensure a successful program launch and engagement that positively affects your bottom line.

Additionally, because measurable outcomes are important to a program's success, you'll receive a quarterly utilization report detailing the number of services used, type of assistance offered, referrals provided and email and web usage. You'll also receive annual outcomes data summarizing how the EAP impacts absenteeism and productivity.



Outstanding Value

Experience the value of HealthPartners EAP. Through personal support, flexible program options and an engaging communications strategy, you'll experience outstanding value you can measure.

Personal

We'll work one-on-one with you to provide implementation and ongoing support specific to your culture and needs.

Flexible

Following implementation, if additional support is wanted, we'll come to you. We provide flexible on-site promotional support – at your place, when you want it – including health fairs, lunch-and-learns and orientations.

Engaging

Engagement is essential for you and your employees to benefit from HealthPartners EAP. That's why we provide you with an outstanding program supported by timely and engaging communications and informative on-site employee and manager program orientations.

Comprehensive

Your employees will get the help they need, when they want it, how they want it so they can live and work better. We can help your employees with a variety of concerns, including:

Emotional well-being

- Alcohol/drugs
- Depression
- Eating disorders
- Gambling
- Grief/loss
- Stress

Financial & legal

- Budgeting/planning
- Civil/consumer issues
- Debt recovery
- Family law
- Home ownership
- ID theft recovery
- Retirement planning
- Saving/investing
- Wills/advance directives

Parenting & child care

- Behavior issues
- Blended families
- Child care referrals
- Child development
- College selection
- Education issues
- Parenting
- Summer camps

Relationships

- Communications skills
- Divorce or separation
- Domestic violence
- Dual career challenges
- Marital issues
- Personal relationships

Senior life

- Caregiver options
- Elder care referrals
- Health/safety concerns

Work & career

- Adjusting to change
- Career management
- Coping with job stress
- Manager consultation
- Relocation
- Work-life balance
- Workplace relationships
- And much more!



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To learn more about HealthPartners EAP, contact your broker,
consultant or HealthPartners sales executive.