



## **Employee Assistance Program (EAP) partnership with Acentra Health Frequently Asked Questions**

The State of Florida is pleased to partner with Acentra Health to provide EAP services effective July 1, 2020. Your EAP includes in-person counseling sessions, referrals to community resources, supervisory consultations, crisis support, and work life referrals. Acentra Health's services will enable benefits-eligible State of Florida employees to access EAP counseling sessions through a large network of EAP Professionals throughout the state. Below are answers to questions many employees and managers may have as your EAP services transition to Acentra Health.

### **FAQ's for Employees**

**Q: Who is Acentra Health?**

**A:** Acentra Health is a leading quality improvement and care management organization who has been delivering EAP services for 25 years. These services extend to over one million lives and provide services to multiple states and municipalities across the United States.

**Q Who can use the EAP services?**

**A:** Your EAP is available 24 hours a day, 7 days a week, 365 days a year to benefits-eligible State of Florida employees. If eligible, you will see an EAP link in the upper right-hand corner of your People First home page, or you can check with your Human Resources office.

**Q: Does Acentra Health ever share my personal information with my employer?**

**A:** No. Participation in the EAP is strictly confidential. As required under the Healthcare Insurance Portability and Accountability Act (HIPAA), all information shared with Acentra Health and the EAP provider network is confidential and is not shared with anyone.

**Q: What benefits are included in the Acentra Health EAP services?**

**A:** Counseling Services, Family Caregiving Services, Legal Services, Financial Services, Convenience Services, and Online Tools and Information.

**Q: Does Acentra Health offer video counseling or virtual EAP sessions?**

**A:** Yes, Acentra Health has a national network of credentialed EAP Professionals, including a robust network of providers in the State of Florida, who are available to deliver services via a HIPAA compliant platform in the jurisdiction or state where they are independently licensed.

**Q: Are there work life resources such as dependent care or convenience resources available from the Acentra Health EAP?**

**A:** Yes, you may access Acentra Health work life resources by calling the same toll-free number and speaking with one of the EAP Professionals in the call center or by logging onto the website or mobile app to engage in self-guided search.

**Q: What happens when I call the EAP toll-free number to initiate services?**

A: Your calls are answered 24 hours a day, 7 days a week by an EAP Professional with at least a masters' degree level education. During the initial call or "intake" process, the EAP Professional will collect information about the nature of your request, evaluate any needs for immediate support, and locate any resources or a local EAP Professional for you to meet with in person or virtually. The EAP Professional will also follow up with you after your appointment to ensure that you have received the requested services or connected with the local EAP Professional for your counseling session.

**Q: Does Acentra Health EAP have a website?**

A: Yes, Acentra Health's website is accessible at your convenience, 24 hours a day, 7 days a week, 365 days a year. The website is located at [www.MyLifeExpert.com](http://www.MyLifeExpert.com).

To access, log on to the website and register. When prompted, type in your company code: FLORIDA.

The website provides tools and information to address life's everyday concerns. The site is anonymous, confidential, and secure. You will find research articles, self-paced trainings, monthly webinars, legal and financial resources, and much more.

**Q: What are the legal and financial services offered through the EAP?**

A: Benefits-eligible employees can schedule a free, first-time consultation (up to 30 minutes) with an attorney on a variety of legal concerns. After that initial consultation, a preferred discount rate of 25 percent off the attorney's normal hourly fee will apply on any subsequent referral from that consultation. Employees have access to virtually all areas of law.

Each benefits-eligible employee is also entitled to a no cost telephonic consultation with financial counselors. These services are provided by seasoned financial professionals and licensed Certified Public Accountants (CPAs). After the initial telephonic consultation with the CPA, an eligible employee may also seek a referral for any subsequent visit arising from that initial consult at a 25 percent discount from the CPA's professional or hourly fees.

Telephone consultations for legal and financial services are limited to 30 minutes per unique issue per year.

**Q: Do you provide service in other languages?**

A: Yes, Acentra Health offers services in multiple languages through a translation line. You will still dial in to the dedicated toll-free phone number, (833)746-8337 to access the translation line.

**Q: Do you provide services for the deaf and/or hearing impaired?**

A: Yes, Relay services are available to assist deaf and/or hearing impaired participants in addition to the availability of EAP Professionals in Acentra Health's network who are proficient in American Sign Language (ASL) or have experience in partnering with an interpreter service to deliver counseling services.

**Toll-free – (833)746-8337, 24 hours a day, 7 days a week**  
Website – [www.MyLifeExpert.com](http://www.MyLifeExpert.com) Company Code: FLORIDA



**Acentra Employee Assistance Program  
FAQ's for Managers**

**Q: Will onsite Crisis Management Consultation and Critical Incident Response services be available with Acentra Health?**

A: Yes, with Acentra Health as your EAP partner, participating employers may access the toll-free number, (833)746-8337, 24 hours a day, 7 days a week to receive consultation or response services for any disruptive work event.

**Q: What if I receive a complaint about the EAP from an employee?**

A: Acentra Health takes participant satisfaction very seriously. Acentra Health sends Satisfaction Surveys to all employees utilizing the service within 45 days of their initial call. Unfortunately, complaints do happen. If you receive an employee complaint, you should contact Member Services at 850-921-4600 or by email at [DSGIHelp@dms.fl.gov](mailto:DSGIHelp@dms.fl.gov). Your Acentra Health account manager will work to resolve all grievances. Acentra Health's standard is to resolve all grievances within 30 days.

**Q: How do I request support for a training or an onsite presentation?**

A: You may initiate a request for an onsite EAP presentation by contacting the toll-free number below or by contacting Member Services at 850-921-4600 or by email at [DSGIHelp@dms.fl.gov](mailto:DSGIHelp@dms.fl.gov).

**Toll-free:(833)746-8337 24 hours a day, 7 days a week**

**Website: [www.MyLifeExpert.com](http://www.MyLifeExpert.com) Company Code: FLORIDA**

**State of Florida Contact: Member Services [DSGIHelp@dms.fl.gov](mailto:DSGIHelp@dms.fl.gov)**

**Acentra Health EAP Account Manager: Alex Rosa [alex.rosa@acentra.com](mailto:alex.rosa@acentra.com)**