

External Procedure

NUMBER:	EAP-004	TITLE:	Health Advocate EAP Training Request
PRIMARY RESPONSIBILITY:	HR/Benefits Representatives, Training Staff, and Managers/Supervisors		
FREQUENCY:	As Needed	DATE/REVISION:	October 10, 2025

Background: Health Advocate provides trainings to State of Delaware employees as part of the Employee Assistance Program (EAP). The trainings help employees manage stress and build a healthy work-life balance. Trainings sessions can be offered virtually or in-person to suit the organizations' needs. Each session is designed to be one hour in length, including approximately 45–50 minutes of content followed by 10–15 minutes for Q&A. The virtual sessions include closed captioning to ensure accessible viewing for all attendees. For in person training and based on need, organizations can request a sign language interpreter through their internal processes.

As part of the contract with Health Advocate, the State of Delaware has an annual allocation of virtual and in-person training hours available. Trainings beyond the annual allocation may be charged to the requesting organization. To help avoid this, the Statewide Benefits Office (SBO) created a process to schedule training that will be equitable to all organizations and provide maximum availability of training to all employees. All requests will be reviewed by SBO prior to approval from Health Advocate to the requestor.

Important terms, definitions and acronyms -

- ↳ EAP: Employee Assistance Program
- ↳ SBO: Statewide Benefits Office
- ↳ HR: Human Resources

Purpose: This procedure outlines the steps for HR/Benefits Representatives, Training Staff, and/or Managers/Supervisors to request virtual or in-person trainings for their staff and includes the request process, approval workflow, and confirmation details from Health Advocate.

Procedure:

1. HR/Benefits Representatives, Training Staff, and/or Managers/Supervisors should review the training topics that are offered in the *EAP: Life & Work Training Catalog* which is located on the [Health Advocate page](#) of the SBO website under the Training section and submit a training request to Health Advocate.

NOTE: Health Advocate requires a minimum of four (4) weeks' notice for scheduling virtual trainings and a minimum of six (6) weeks' notice for scheduling in-person (onsite) training.

2. Requests for EAP trainings can be submitted online at eaptrainings.healthadvocate.com, via email at Workshops@HealthAdvocate.com or by calling the EAP toll-free number at 1-855-556-2065.

Please note that Financial Topics and Legal Topics are listed on the Health Advocate training website, but they are outside the scope of the State of Delaware EAP contract. Organizations wishing to offer Financial and Legal training topics must coordinate directly with Health Advocate and would be responsible for any fees associated with them.

3. When Health Advocate receives the request, they will forward the request to SBO for review and approval.
4. Once Health Advocate receives the approval from SBO, Health Advocate will send a confirmation to the requestor within three (3) business days of the request.
5. Email confirmation will be sent along with the name and contact information for the trainer that is scheduled for the training within seven (7) business days of the training date for virtual trainings or 14 days for in-person trainings.
6. Following approval and trainer assignment, Health Advocate will provide the trainer's biography, contact information, training handout, and link to the training. The requestor should send the training link and handouts to their employees.
7. Cancellations or rescheduling trainings with less than seven (7) business days' notice, will result in forfeiture of the training hour from the State's annual allotment.
8. Trainings with less than 10 registrants 14 days prior to the training date will be automatically cancelled. Health Advocate will send the requestor an email advising of this if/when this occurs.
9. Approximately two (2) weeks after the training, Health Advocate will email the recording to the requestor with instructions on how to download and save the recording. The email will also include the registration and attendee report.

Important Notes:

- a. Organizations can participate in the general trainings scheduled by SBO and DHR Training & HR Solutions by having their employees join those live sessions, or view recordings of prior sessions. Organizations are encouraged to consider using these resources prior to scheduling separate training to avoid duplication of training sessions. Please view the future and archived webinars on the [Health Advocate page](#) of the SBO website.
- b. Orientations for Employees and for Managers provide for the ability to learn about what Health Advocate offers. These sessions are scheduled twice per year by SBO. Future training dates and recorded sessions are available on the [Health Advocate page](#) of the SBO website.
- c. Make the EAP training recordings available to your employees so that they can receive the maximum benefit.
- d. Organizations should encourage employees enrolled in a Non-Medicare State of Delaware health plan to log into the [Health Advocate](#) website and go to the Member Webinar Series Center or Learning Resources and view a wide range of EAP videos.

Have Questions?

Please contact the Statewide Benefits Office Customer Service Team by phone at 1-800-489-8933 or by email at benefits@delaware.gov.