

## What's included in your EAP and WorkLife Services

**An Optum Employee Assistance Program (EAP) fortifies your work culture by helping employees become more engaged, resilient and productive. Here's how:**

### **24/7 access**

Toll-free access to master's-level employee assistance specialists who provide consultation, risk screening, advocacy, referrals and educational materials. Custom client phone numbers are available.

### **Online EAP clinician visit certification**

Your employees can request and receive EAP clinician visit certification immediately through the website for routine, outpatient care.

### **Face-to-face counseling**

A network of clinicians — part of our larger network of 150,000 clinicians — provides goal-oriented counseling.

### **Legal counseling and mediation services**

Free 30-minute telephonic or in-person consultation with a state-specific attorney or qualified mediator, per separate legal issue, via a national network of more than 22,000 attorneys and 630 professional mediators. Ongoing services are provided at 25 percent below the firm's current rates after the initial consultation.

### **Expert financial coaching**

Up to 60 minutes of free consultation (provided in 30-minute increments) with a credentialed financial specialist for each financial issue. Local community referrals to other financial guidance resources provided as needed.

### **Telemental health**

HIPAA-compliant technology delivers video EAP services in the privacy and comfort of the employee's location, providing convenience and accessibility. EAP-licensed telemental health providers are available in every state.

### **Liveandworkwell.com**

Our Web services are available in English and Spanish and contain self-help information, searchable resource databases/directories, video programs, personal empowerment programs, and thousands of articles on our website, [liveandworkwell.com](https://liveandworkwell.com).



**Optum EAP ensures  
an effective culture  
in the workplace.**

## WorkLife Services:



### Adult and elder-care support

- Adult day care programs
- Financial and legal issues
- Grief/Loss
- In-home/Nursing care options
- Retirement planning



### Child and family support

- Adoption resources
- Childcare options
- Day/Summer camps
- Emergency/Sick-child care
- Parent/Family support groups



### Chronic illness and condition support

- Affordable housing resources
- Assistive technology
- Care-giving services
- Meal and transportation resources
- Respite services



### Convenience services

- Car and home repair and maintenance
- Pet services
- Shopping, dining and recreation recommendations
- Traveling needs (business and leisure)



### Educational resources

- Adult education classes
- Career consulting
- Home schooling
- Individual educational plans
- School and college recommendations



**EAP phone #**

**LAWW access code**



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