Employee Assistance & WorkLife Program
Core Service Offering

Multiple ways to access EAP:
- Face-to-Face
- Telephonic EAP
- Virtual Visits
- Legal and Financial Resources
- Full suite of WorkLife programs
- Unlimited www.liveandworkwell.com
Access Code: sccsig

5 face-to-face counseling visits per problem per year
Call 866.374.6061

with an Optum Network provider
An EAP that Connects the Dots

1. **24/7 Access to support**
   - Toll-Free Accessibility
   - Online Access at www.liveandworkwell.com
   - Mobile EAP App myLiveandworkwell (click-to-call functionality)

2. **Intake Assessment & Consultation**
   - Average speed to answer is less than **30 seconds**

3. **Education, Action Planning, Resources and Referral**

Manager, employee or extended family member contacts Optum EAP

866-374-6061  |  liveandworkwell.com  | sccsig

- Unlimited access to masters-level specialists 24/7/365
- Skilled in solution-focused consultation and motivational interviewing
- Immediate access to help, or referral for a face-to-face clinical consultation
- Referral to attorney, financial planner, mediation specialist, or other benefit provider

- Solution-focused Consultation, Resources and Referrals
- Full Benefit Exploration
- WorkLife Services
- Telephonic EAP
- Management Consultation and Referral
- Critical Incident Response Services
- On-site and Virtual Training and Development
Pulling It All Together
One call helps a member improve her home and worklife well-being

Betty has been suffering from depression after having a pre-mature birth and it has been affecting her home and work-life, too. She’s feeling overwhelmed at work and at home and struggling with childcare expenses.

As a part of the consultation, the specialist also shares some helpful articles and other content from www.liveandworkwell.com, and offers to send information to Betty for her to review at her convenience.

Hearing Betty’s childcare concerns, she is also provided a Worklife consultation to help find lower cost childcare, and get a referral to a financial coach to help with her money concerns.

A masters-level EAP specialist discusses Betty’s sources of stress, and together they develop a plan of action, including referral to a local counselor.

Betty calls her EAP toll-free number for assistance

As a part of the follow-up offered to all EAP participants, Betty is contacted (two emails, and a call if she does not respond to the email inquiries) to understand her satisfaction with the EAP and any need for additional assistance. As a result of her expressing new financial concerns, she is connected with a financial coach for additional consultation.

After six months, Betty is much better, and is optimistic about her future. Her job situation is better, too. She gives the service a “10” on an NPS score, and talks to all of her friends about the great benefits she gets through City of Los Angeles!

*Stock photo used. Member name and some details changed to protect member privacy.*
## Additional Resources

<table>
<thead>
<tr>
<th>Financial Services</th>
<th>Legal Services</th>
<th>Mediation Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>One telephone consultation (30–60 minutes in length) per issue per year</td>
<td>One 30-minute telephone or in-person consultation per issue per year at no cost to you*</td>
<td>One 30-minute telephone or in-person consultation per issue per year at no cost to you*</td>
</tr>
<tr>
<td>*Does not count toward 5 EAP visit limit</td>
<td>Ongoing representation by an attorney at a 25% discounted rate</td>
<td>Ongoing representation by a mediator at a 25% discounted rate</td>
</tr>
<tr>
<td>- Bankruptcy</td>
<td>- Consumer issues</td>
<td>- Child custody</td>
</tr>
<tr>
<td>- Budget management</td>
<td>- Criminal matters</td>
<td>- Collections</td>
</tr>
<tr>
<td>- College funding</td>
<td>- Deeds</td>
<td>- Consumer disputes</td>
</tr>
<tr>
<td>- Debt reduction</td>
<td>- Document preparation</td>
<td>- Contractual disputes</td>
</tr>
<tr>
<td>- Estate planning</td>
<td>- IRS matters</td>
<td>- Estate settlement</td>
</tr>
</tbody>
</table>

Financial advice only. No referrals or recommendations are made to specific companies or programs

| - Probate | - Real estate services | - Family disputes |
| - Probate | - Separation and divorce | - Landlord and tenant disputes |
| - State-specific will | - State-specific will | - Real estate |
| - Traffic matters | - Traffic matters | - Separation and divorce |
| - Trusts | - Trusts | - Small-claims matters |

*Does not count toward 5 EAP visit limit
WorkLife Services
Suite of integrated WorkLife services

Adult / Elder Services PLUS

Child / Parenting Services PLUS

Convenience Services

Chronic Condition Support

Life Learning
# Integrated WorkLife services

We refer members to pre-screened and verified community resources and referrals

## ADULT/ELDER SERVICES
- Financial planning
- Retirement planning
- Legal services
- Housing assistance
- Support services
- Insurance information
- Respite care
- Medicare/Medicaid support
- Transportation
- Long-distance caregiving
- Aids to daily living

## CHILD/PARENTING SERVICES
- Childcare
- Parenting support
- Child development experts
- Special needs support
- Help for teens
- Pregnancy services
- Childbirth/Nursing professionals
- Camps
- Family activities
- Adoption support
- Grand-parenting assistance
- Help for non-traditional families
- Communication training
- Pet services
- Domestic relocation

## LIFE LEARNING
- School issues
- Special education resources
- College selection
- Financial aid assistance
- Alternative education programs
- Community education programs
- Career consulting
- Adult education classes
- Enrichment classes
- Lectures
- Music, dance, art and craft classes
- Online learning

## CONVENIENCE SERVICES
- Household needs
- Personal issues
- Recreational activities
- Shopping
- Entertainment
- Dining
- Nightlife options
- Education
- Health and wellness

## CHRONIC CONDITION SUPPORT SERVICES
- Aids to daily living
- Medical suppliers
- Food/nutrition assistance
- Self-care tools
- Travel assistance
- Social services
- Home health care
- Mail-order pharmacies
- Medical alert systems
- Special housing
- Help with work issues
- Assistive technology

---

We refer members to pre-screened and verified community resources and referrals.

**Saving time:** One call handles it all
Integrated WorkLife services

We refer members to pre-screened and verified community resources and referrals

**LEGAL SERVICES**
- Access to licensed, state-specific attorneys
- Free 30-minute telephone or in-person consultation per issue
- Ongoing attorney representation at a 25% discounted rate
- State-specific wills
- Deeds
- Document preparation
- Probate matters
- Divorce
- Consumer issues
- Criminal matters
- Real estate services
- IRS matters
- Trusts
- Living wills
- Power of attorney
- Separation
- Traffic matters

**MEDIATION SERVICES**
- Access to professional mediators
- Free 30-minute consultation per issue
- Ongoing representation at 25% discounted rate
- Divorce/separation
- Child custody
- Estate settlement

**COMMUNITY RESOURCE REFERRALS**
- 12-step programs
- Support groups
- Self-help groups
- AIDS-related assistance
- Community mental health agencies
- United Way agencies
- Battered women’s shelters
- Family services agencies
- Child abuse services

**FINANCIAL SERVICES**
- Access to credentialed financial professionals
- Free 30–60-minute telephonic consultation per issue
- Investment plans
- Estate planning
- Debt reduction
- Retirement planning
- Budget management
- Bankruptcy
- Wage garnishments
- IRAs
- Taxes
- College funding

**WorkLife**
Saving time:
One call handles it all
Digital EAP Services
Virtual Visits

A network of **4,000** providers offer more service delivery options and convenience.

Roughly **350** providers participate in online appointment scheduling.

1. **Phone:** Member calls the EAP to conduct a virtual visit provider search.
2. **Online:** NEW virtual visits tab to search for providers.

Member selects a virtual visit provider.

Member obtains an EAP authorization, calling EAP or online.

Member views provider schedule online to set appointment.

Member follows instructions from provider on day of appointment to initiate session.

Virtual visit session occurs.

A network of 4,000 providers offer more service delivery options and convenience.

Roughly 350 providers participate in online appointment scheduling.

Member views provider schedule online to set appointment.

Member follows instructions from provider on day of appointment to initiate session.

Virtual visit session occurs.

© 2018 Optum, Inc. All rights reserved.