



# Core Service Offering

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

**with an Optum Network  
provider**




## 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](http://www.liveandworkwell.com)  
Access Code: sccsig


# An EAP that Connects the Dots



## 1 24/7 Access to support

-  Toll-Free Accessibility
-  Online Access at [www.liveandworkwell.com](http://www.liveandworkwell.com)
-  Mobile EAP App **myLiveandworkwell** (click-to-call functionality)

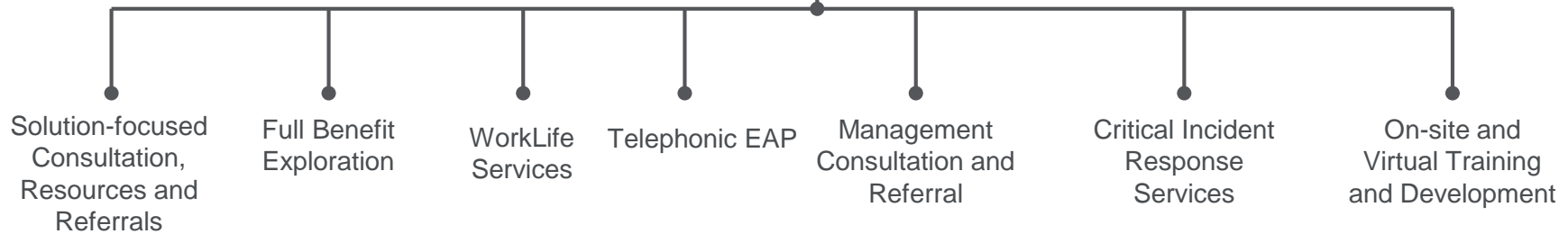
## 2 Intake Assessment & Consultation

 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](http://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



# 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.



Betty calls her EAP toll-free number for assistance

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.



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!

As a part of the consultation, the specialist also shares some helpful articles and other content from [www.liveandworkwell.com](http://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.

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.

\*Stock photo used. Member name and some details changed to protect member privacy.

# Additional Resources

## Financial Services

One telephone consultation (30–60 minutes in length) per issue per year

\*Does not count toward 5 EAP visit limit

- Bankruptcy
- Budget management
- College funding
- Debt reduction
- Estate planning
- Investment plans
- Retirement planning
- Taxes
- Wage garnishment

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

## Legal Services

One 30-minute telephone or in-person consultation per issue per year at no cost to you\*

Ongoing representation by an attorney at a 25% discounted rate

\*Does not count toward 5 EAP visit limit

- Consumer issues
- Criminal matters
- Deeds
- Document preparation
- IRS matters
- Living wills
- Power of attorney
- Probate
- Real estate services
- Separation and divorce
- State-specific will
- Traffic matters
- Trusts

## Mediation Services

One 30-minute telephone or in-person consultation per issue per year at no cost to you

Ongoing representation by a mediator at a 25% discounted rate

\*Does not count toward 5 EAP visit limit

- Child custody
- Collections
- Consumer disputes
- Contractual disputes
- Estate settlement
- Family disputes
- Landlord and tenant disputes
- Real estate
- Separation and divorce
- Small-claims matters

# 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

## WorkLife



Saving time:  
One call handles it all

## 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



# 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

## 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

## WorkLife



Saving time:  
One call handles it all

## MEDIATION SERVICES

- Access to professional mediators
- Free 30-minute consultation per issue
- Ongoing representation at 25% discounted rate
- Divorce/separation
- Child custody
- Estate settlement
- Family disputes
- Real estate
- Landlord/tenant disputes
- Small claims matters
- Consumer disputes
- Contractual disputes
- Collections

## 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

# 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.



Member obtains an EAP authorization, calling EAP or online



**Phone:** Member calls the EAP to conduct a virtual visit provider search.

OR



**Online:** NEW virtual visits tab to search for providers.

1



2



Member selects a virtual visit provider.



Member views provider schedule online to set appointment.



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



Virtual visit session occurs.