



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

Your Employee Assistance Program (EAP) and WorkLife Services are available to you at no extra cost as part of your benefits. This includes **24/7 access** to EAP over the phone and online. You can call to speak with master's-level employee assistance specialists who provide consultation, risk screening, advocacy, referrals and educational materials. Or you can use our web services, which are available in English and Spanish. Search self-help information, resource databases/directories, video programs, personal empowerment programs and thousands of articles online at [liveandworkwell.com](https://liveandworkwell.com).

**Connect with your EAP and WorkLife Services.**

**24/7. Confidential. No cost to you.**



# More information about what's available to you

## EAP Services:

### Face-to-face counseling

5 visits available per event per year. A network of clinicians — part of our larger network of 150,000 clinicians — provides goal-oriented counseling.

### Financial coaching from experts

Up to 60 minutes of free consultation (provided in 30-minute increments) with a credentialed financial coach for each financial issue. Access to extensive legal and financial tools and library to take control of your finances.

### ID Theft Protection

60 minutes of free consultation with a Fraud Resolution Specialist who will conduct a seven step emergency response. Optum's ID Theft protection connects you to a specialist right away who can help you dispute fraudulent charges, restore your identity and take steps to avoid future losses.

### 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.

### Online EAP clinician visit certification

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

### Sanvello

The Sanvello app offers clinical techniques to help dial down the symptoms of stress, anxiety and depression — anytime. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) and select the Sanvello tile under Popular tools to download the Sanvello app.

### Talkspace

Support when you need it —no appointments necessary. With Talkspace, you can reach out to a licensed, in-network Employee Assistance Program Provider, 24/7. To get started, call your Employee Assistance Program to obtain an authorization code.

### Virtual visits

HIPAA-compliant technology delivers video EAP services in the privacy and comfort of your home or wherever you choose, providing convenience and accessibility. EAP-licensed telemental health providers are available in every state.



## WorkLife Services:

### Adult and elder-care support

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

### Child and family support

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

### Chronic illness and condition support

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

### Convenience services

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

### Educational resources

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

## Connect with your Employee Assistance Program.

24/7. Confidential. No cost to you.

**Call 1-888-444-8624**

**Visit [liveandworkwell.com](https://liveandworkwell.com)**

Enter company access code: **CSEBO**

This program should not be used for emergency or urgent care needs. In an emergency, call 911 if you are in the United States, the local emergency services phone number if you are outside the United States, or go to the nearest ambulatory and emergency room facility. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and all its components, in particular services to family members below the age of 16, may not be available in all locations and is subject to change without prior notice. Experience and/or educational levels of Employee Assistance Program resources may vary based on contract requirements or country regulatory requirements. Coverage exclusions and limitations may apply.

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