

Employee Assistance Program



The EAP through SIA is Optum. Optum is available for all active employees and family members within the household. Optum will provide counseling, management consulting, trainings, financial, legal and ID theft support, Critical Incident Responses Services (CIRS), training and development for managers, WorkLife services, and much more.

- Toll-free [866-248-4096](tel:866-248-4096)
- 24 hours a day, seven days a week
- TTY support is available by dialing 711 + [866-248-4096](tel:866-248-4096)

The Optum EAP offers a multitude of resources to help you and eligible family members of the household handle the challenges of life.

Emotional Health

When you need a helping hand, a skilled professional can provide focus, direction, and support. Optum can help you identify and resolve issues involving:

- Marriage and relationships
- Family conflict
- Stress, anxiety, and emotional distress
- Grief and depression
- Alcohol or drug dependency
- Life changes
- Coping with loss following a natural disaster

Eligible members are entitled to face-to-face counseling, telephonic consultations, and web-video consultations.

Work & Life Services

Optum can assist with information and resources for the following challenges:

- Childcare
- Eldercare
- Daily living services
- Financial services
- Legal services
- Identity theft recovery services
- Home and property repairs following a natural disaster

Management Consultation

Optum's management consultants provide professional guidance and support for managing difficult workplace situations, troubled employees, and job performance issues. Their consultants have a unique background in professional counseling, human resources, and business, allowing them to offer insight, assessment, training, and action plans that are right for your managers and employees. Other management resources include Job Performance Referrals and On-Site Critical Incident response services.

Personal Wellness

- Self care app
- Wellness assessments
- Mindfulness tools

Online Assistance

Three easy steps to access Optum services:

1. Visit <https://www.liveandworkwell.com> and register by creating an online account.
2. Select Schools Insurance Authority on the drop-down menu.
3. Call [866-248-4096](tel:866-248-4096)

Optum

You can access assistance with work, life, and health challenges at one convenient, private website. Some of the features include multi-media self-help programs, articles, and links for a variety of emotional, health, child, teen, and family issues.

Provider Search also offers a list of Optum's mental health providers. A one-time registration is required. Your dependents may use it too. These services can be accessed 24 hours a day, 7 days a week on the internet.

Optum will hold your privacy in the highest regard. They will not share any personally identifying information to your employer, or to anyone outside Optum. You can use the site with confidence and comfort when searching for the personal information you need.