

## What's included in your EAP

**Your Optum Employee Assistance Program (EAP) is dedicated to making your life easier. 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.

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

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

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

6 visits available per event per year. 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 coach for each financial issue. Access to extensive legal and financial tools and library to take control of your finances.

### **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.

### **Talkspace**

Talkspace is virtual visit provider and allows 6 visits per event per year (when texting a provider, 5 days of texting counts as 1 EAP visit). 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.

### **Sanvello**

The Sanvello app is available to you at no extra cost as part of your Employee Assistance Program benefits. Sanvello offers clinical techniques to help dial down the symptoms of stress, anxiety and depression — anytime. Visit [LiveandWorkWell.com](http://LiveandWorkWell.com) and select the Sanvello tile under Popular tools to download the Sanvello app.

### **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](http://liveandworkwell.com).



**EAP Phone# 1-866-248-4094**

**www.liveandworkwell.com**

**Access Code: Delano**