



# Support for your entire workforce

Employee Assistance Program



## Invest in your organization’s most valuable asset – the people

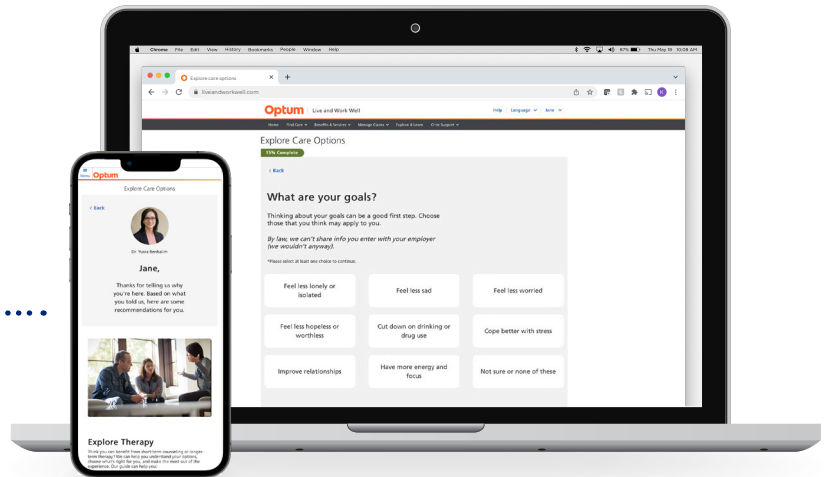
Employees today seek employers who are invested in their overall well-being and success. Our Employee Assistance Program (EAP) can help employers demonstrate this investment – while helping employees manage stress, build resiliency and access support for dealing with life’s challenges.

## Making employees’ lives easier

With more than 40 years’ experience providing EAP services, we deliver a comprehensive suite of well-being solutions to meet the modern needs of diverse workforces. We also make it easy for employees to access the support they need in the moments that matter.

Our team of master’s-level EAP specialists are available 24/7 to provide in-the-moment, real-time telephonic emotional support and guidance. EAP specialists can also help employees quickly connect to additional resources – including personalized recommendations for ongoing care – based on their individual needs and benefits.

For employees who prefer a self-guided approach, our digital portal, [liveandworkwell.com](https://liveandworkwell.com), puts educational resources, self-help programs and professional care at their fingertips. Employees who are unsure of the type of support that’s right for them can receive personalized recommendations through our guided explore care experience.



### Demonstrated value

# 29%

reduction in days absent from work<sup>1</sup>

# 81%

of issues resolved without the use of behavioral health benefits which helps reduce costs<sup>2</sup>

## Comprehensive support for employees and their families

Understanding the needs of individuals spanning the continuum, our EAP offers a suite of evidence-based solutions:



**Telephonic emotional support, 24/7/365**



Robust **self-care resources**, including our highly rated self-care app



**Virtual, text-based and in-person coaching and therapy** from in-network EAP providers at no additional cost to the employee



**Financial and legal support services**, including counseling and online resources



**Critical incident response services**, available on site or virtually



**Management consultations and referrals** for support addressing workplace issues



**Training and development** for managers and employees to help address life, health and workplace challenges

# 94%

client satisfaction with critical incident response<sup>3</sup>

## Provide greater support with concierge-style services

Recommended addition

### WorkLife

WorkLife provides services that help employees handle what life throws at them, which helps employers through reduced absenteeism and increased productivity. WorkLife offers unlimited, 24/7 direct access to experts for a broad spectrum of pre-screened and qualified convenience resources, including:

- **Child/parenting services** – Support for everything from pregnancy and adoption to childcare, child development, teen challenges and special needs
- **Adult/elder services** – Help that reduces the stress of caring for an elderly parent including housing assistance, respite care options and long-distance caregiving options
- **Convenience services** – Connections to resources that save employees time and increase productivity, such as finding local home improvement resources
- **Life learning** – Experts who are trained to listen and connect employees to the best solutions for their educational needs
- **Chronic condition support** – Advice and referrals that ease the burden of managing chronic conditions such as home health care, food and nutrition assistance, and transportation needs



# Nearly 55%

increase in utilization when EAP and WorkLife are combined<sup>4</sup>

## On-site EAP

Dedicated EAP consultants are embedded into your culture, on site or virtually, to support your organization and drive awareness and utilization of well-being resources. Consultants become deeply aware of what your team is facing each day, and tailor support to meet their needs by providing convenient, confidential support, including:

- **One-to-one employee consultations** – in person or virtually
- **Management consultations and trainings**
- **Critical incident response debriefs**

**97%**

of employees felt satisfied using our on-site consultation service<sup>5</sup>



**Connect your employees to support for life's challenges, big and small.**

To learn more, contact your Optum representative.

1. Optum U.S. EAP monthly/quarterly performance review. 2021.
2. Optum analysis of combined EAP and BH clients with a five-visit model. 2020 data. Accessed June 2021.
3. 2021 Optum EAP book of business data.
4. Optum U.S. EAP monthly/quarterly performance review. 2021.
5. Optum EAP 2019 Employer Satisfaction Survey.

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