People are the strength and spirit of your organization. An Optum™ Employee Assistance Program feeds that spirit and fortifies your work culture by helping employees become more engaged, resilient and productive. Here’s how:

**We focus on all your employees, not just those in crisis.**

Our master’s-level specialists help employees and families with life’s opportunities, such as new jobs or new family members, as well as its challenges.

**We make it easy to get help.**

Our digital engagement hub invites employees to explore your employee assistance program (EAP) and shows them how to get immediate access to mental health professionals with expertise in building better relationships, nurturing families and parenting, succeeding at work, and coping with grief and loss.

**We reinforce your management team.**

Our management consultants help you deal with workplace challenges — from job performance to regulatory compliance. Our training workshops are a rich resource for your employee health, wellness and development programs. And in a crisis, we help you respond compassionately and help your organization recover.

**We integrate with all your benefits.**

An EAP combined with a behavioral benefit plan can reduce your total overall costs by more than one-third.¹ We also wrap the EAP around all your benefits, empowering our EAP specialists to guide employees appropriately to other sources of help.

**We extend your health-and-wellness priorities around the world.**

We offer comprehensive EAP, health and well-being programs in more than 140 countries. We can also help you prepare for and, if needed, respond to employees’ needs after natural disasters or upheavals.

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1. An Optum analysis of 2012–2013 behavioral health claims of large national employers found that when employees used both their Optum EAP and behavioral health benefits, their outpatient costs were 42 percent lower on average and their number of outpatient visits were 31 percent lower on average. Sirvallop and Motz, 12/16/13.


What’s in the Optum EAP

All your employees and family members benefit from:

- **Consultation and counseling** — Unlimited, 24/7 access to EAP specialists. Referrals to in-person counselors from our nationwide network of more than 130,000 clinicians under the terms of your plan.

- **Specialty Help Centers** — Immediate access to professionals who consult on building better relationships, nurturing families and parenting, succeeding at work, and coping with grief and loss.

- **Liveandworkwell.com** — Reliable, trusted URAC-accredited website, carefully curated and customized to your organization, with a vast information library, work-life resources, interactive tools, calculators, assessments, videos, forums and more.

- **Work-life support** — EAP specialists help employees find work-life services on liveandworkwell.com.

- **Legal assistance and financial counseling** — Brief consultations on specific legal or financial issues at no initial cost to the individual, and discounted fees for attorneys retained through the EAP.

Plus, your human resource leaders, managers and supervisors can call on us for:

- **Consultation** — Unlimited, 24/7 access to management specialists on topics including work performance, managing difficult situations and coaching employees.

- **Employee training** — Nearly 250 topics available to support your goals for employee health, well-being and engagement.

- **Critical incident response services (CIRS)** — Rapid, appropriate and sensitive response to employee deaths, reductions in staff, closings, natural disasters and other crises.

- **Management referrals** — Support for managers referring employees to their EAP for breach of safety regulations or as part of performance remediation plans.

- **Engaging member communications** — Unique, customized digital and print communications.

- **Comprehensive reporting and insight** — Quarterly and annual reports on EAP use and strategic consultation.

Find out how to make your organization stronger

Your Optum representative can show you how. Please call 1-866-427-6845, or email us at engage@optum.com.

WorkLife Services: an optional addition to our EAP

Concierge-like services that employees and their families value, appreciate and return to time after time. More than 100 service areas covered — from schools and child care to plumbers and pet sitters.

- Individuals submit requests online or by calling.
- Work-life specialists respond with verified resources, usually within 48 hours.
- No limits on follow-up contact with our master’s-level work-life specialists.

Employees save time — time they might have spent while on the job. And they find new opportunities to enhance their quality of life.

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 its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

6300 Olson Memorial Highway, Golden Valley, MN 55427
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