



Employee Assistance Program (EAP) and Behavioral Health

Engaging and supporting individuals

Optum integrates **the Employee Assistance Program (EAP) and Behavioral Health solutions to create a powerful continuum of care that seamlessly connects and engages employees** in care for common conditions ranging from everyday stress to diagnosable behavioral health disorders.

- Combined benefits provide one point of access for all information about behavioral health within a population.
- Single care management system offers a full view of employees' behavioral health history and benefits.
- Combined utilization reports deliver actionable data.

Employee satisfaction with EAP¹

90%

of employees reported feeling more hopeful

47%

decrease in days absent from work

Employee Assistance Program/WorkLife

Behavioral Health



When EAP and Behavioral Health are combined



78%
of issues resolved within EAP without use of behavioral benefits²

Use of out-of-network services

3% with EAP **29%** without EAP³

For employees who used EAP before behavioral health care⁴

22% ↓
outpatient cost

18% ↓
outpatient visits

\$342

Those who used EAP + BH

\$441

Those who used BH only

Cost per member accessing care

1. Optum EAP satisfaction and outcome survey, 2017. 2. Drydale. 2018. 78.1% resolution based on 2017 Optum book of business for all visit model. 3. Cross. October 2017. Analysis of BH + EAP claim costs. 4. 2018 Optum analysis of behavioral health claims of large national employers, Smith, May 2019.