OPTUM®

What's included in your EAP and WorkLife Services

An Optum Employee Assistance Program (EAP) fortifies your work culture by helping employees become more engaged, resilient and productive. 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. Custom client phone numbers are available.

Online EAP clinician visit certification

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

Face-to-face counseling

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 specialist for each financial issue. Local community referrals to other financial guidance resources provided as needed.

Telemental health

HIPAA-compliant technology delivers video EAP services in the privacy and comfort of the employee's location, providing convenience and accessibility. EAP-licensed telemental health providers are available in every state.

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.

Optum EAP ensures an effective culture in the workplace.

WorkLife Services:

Adult and elder-care support

- Adult day care programs
- Financial and legal issues
- Grief/Loss
- In-home/Nursing care options
- Retirement planning

Child and family support

- Adoption resources
- Childcare options
- Day/Summer camps
- Emergency/Sick-child care
- Parent/Family support groups

Chronic illness and condition support

- Affordable housing resources
- Assistive technology
- Care-giving services
- Meal and transportation resources
- Respite services

Convenience services

- Car and home repair and maintenance
- Pet services
- Shopping, dining and recreation recommendations
- Traveling needs (business and leisure)

Educational resources

- Adult education classes
- Career consulting
- Home schooling
- Individual educational plans
- School and college recommendations

EAP phone # 1-866-248-4096

LAWW access code GoodwillSD

OPTUM® optum.com

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