



# Your EAP and Behavioral Health benefit

## Well-being for work and life

The challenges you face each day can overwhelm you. Your home life, your happiness and your performance at work all can suffer.

We can help. Your Employee Assistance Program (EAP) and Behavioral Health benefit provides support for those everyday challenges, and for more serious problems. It's available around the clock anytime you need it.

### What can my EAP and Behavioral Health benefit do for me?

You may be struggling with stress at work, seeking financial or legal advice, or coping with the death of a loved one. Maybe you just want to strengthen your relationships with your family. Your benefit offers assistance and support for all these concerns and more:

- ▶ Anger management
- ▶ Child and elder care support
- ▶ Compulsive spending or gambling
- ▶ Coping with grief and loss
- ▶ Dealing with domestic violence
- ▶ Depression, stress and anxiety
- ▶ Eating disorders
- ▶ Financial and legal advice
- ▶ Marital problems
- ▶ Medication management
- ▶ Parenting and family problems
- ▶ Relationship difficulties
- ▶ Substance use and recovery

Your EAP and Behavioral Health benefit offers a variety of services, from short-term counseling and referrals to more extended care. To find out more, give us a call or visit [www.liveandworkwell.com](http://www.liveandworkwell.com).



We're here to help you and your family with a wide range of personal and work-related needs.

Call the toll-free number on the back of your health plan ID card, log on to [www.liveandworkwell.com](http://www.liveandworkwell.com) or visit [www.uhcrivervalley.com](http://www.uhcrivervalley.com) and click on the [www.liveandworkwell.com](http://www.liveandworkwell.com) link.

## How does it work?

Accessing your EAP and Behavioral Health benefit is easy and available 24 hours a day. Simply call the toll-free number on the back of your health plan ID card or log on to **liveandworkwell.com**. A specialist will help you identify the nature of your problem and the appropriate resources to address it. If you need financial or legal services, we will refer you to an expert in that field. If you want to see a clinician, we'll match you with one in our network who has the appropriate experience to help.

## Connecting online

For 24-hour, access to your EAP and Behavioral Health benefit and tools to help you enhance your work, health and life, simply visit **liveandworkwell.com**. You can check your benefit information and submit online requests for services, search our online directory of clinicians, access information and resources for hundreds of everyday work and life issues in one of our many virtual help centers, and participate in interactive, customizable self-improvement programs. Any member of your household may access these online services, including dependents living away from home.

## How much will this benefit cost?

There's no charge for referrals or seeing a network clinician for EAP counseling. However, that there are typically limits on the number of sessions based on your plan. Additional services may require pre-authorization and/or a copayment, and there may be a deductible. If you'd like to speak with an expert for financial or legal assistance or for mediation, there's no cost for the initial consultation. Subsequent legal assistance is available at a 25 percent discount. Access to **liveandworkwell.com** is always free. For more information, please refer to your employer-provided benefit information.

## Are services confidential?

All records, including medical information, referrals and evaluations, are kept strictly confidential in accordance with federal and state laws.

**In an emergency, the first concern is your health. Call 911 or get to an emergency room as soon as possible.**



### **All day, every day.**

Your EAP and Behavioral Health benefit:

Call any time for help with the demands of everyday life.



This program is not a substitute for a doctor's or professional's care. This service should not be used for emergency or urgent care situations. In an emergency, call 911 or go to the nearest emergency room. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against OptumHealth 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. OptumHealth is a health and well-being company that provides information and support as part of your health plan.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, UnitedHealthcare Insurance Company of the River Valley or their affiliates. Health plan coverage provided by or through a UnitedHealthcare company and UnitedHealthcare Plan of the River Valley, Inc. Administrative services provided by United HealthCare Services, Inc., UnitedHealthcare Services Company of the River Valley, Inc. or their affiliates.

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