



## Leadership Overview

## Employee Assistance Program (EAP)



Hiawatha Homes 2021

# Optum Employee Assistance Program

The Optum Employee Assistance Program (EAP) is here to help employees and their families tackle whatever life sends their way. Individuals have 24/7 access to master's-level specialists who are dedicated to offering solution-based consultations and to a network of more than 150,000 providers. Equipping individuals with the support, resources and guidance they need helps build a more resilient, productive workforce.

# EAP Eligibility

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- ✓ Employee (Member)
- ✓ Dependent Children
- ✓ Student
- ✓ Spouse/domestic partner
- ✓ Household members





# EAP Services

- ✓ 24/7 access to help
- ✓ Virtual and face -to-face counseling
- ✓ Legal counseling and mediation services
- ✓ Financial consultations
- ✓ Sanvello
- ✓ Talkspace



**24/7/365 Toll-Free Line**  
**1-866-248-4094**

Employees call **master's-level employee assistance specialists** for unlimited consultations, risk screening, advocacy, referrals and educational materials.





# Face-to-Face Counseling and Virtual Visits

3 sessions, per reason, per member, per year. Certified EAP clinicians provide visits for employees in person or via a secure, video-based platform in real-time — available in every state. Virtual visits are scheduled online.



# Legal Counseling and Mediation Services

Employees receive free, half-hour consultation per separate legal issue on the phone or in person with an attorney or mediator in their state — part of a national network of more than 28,000 attorneys and mediators.

Ongoing counsel is available at a 25% discount.





# Financial Consultations

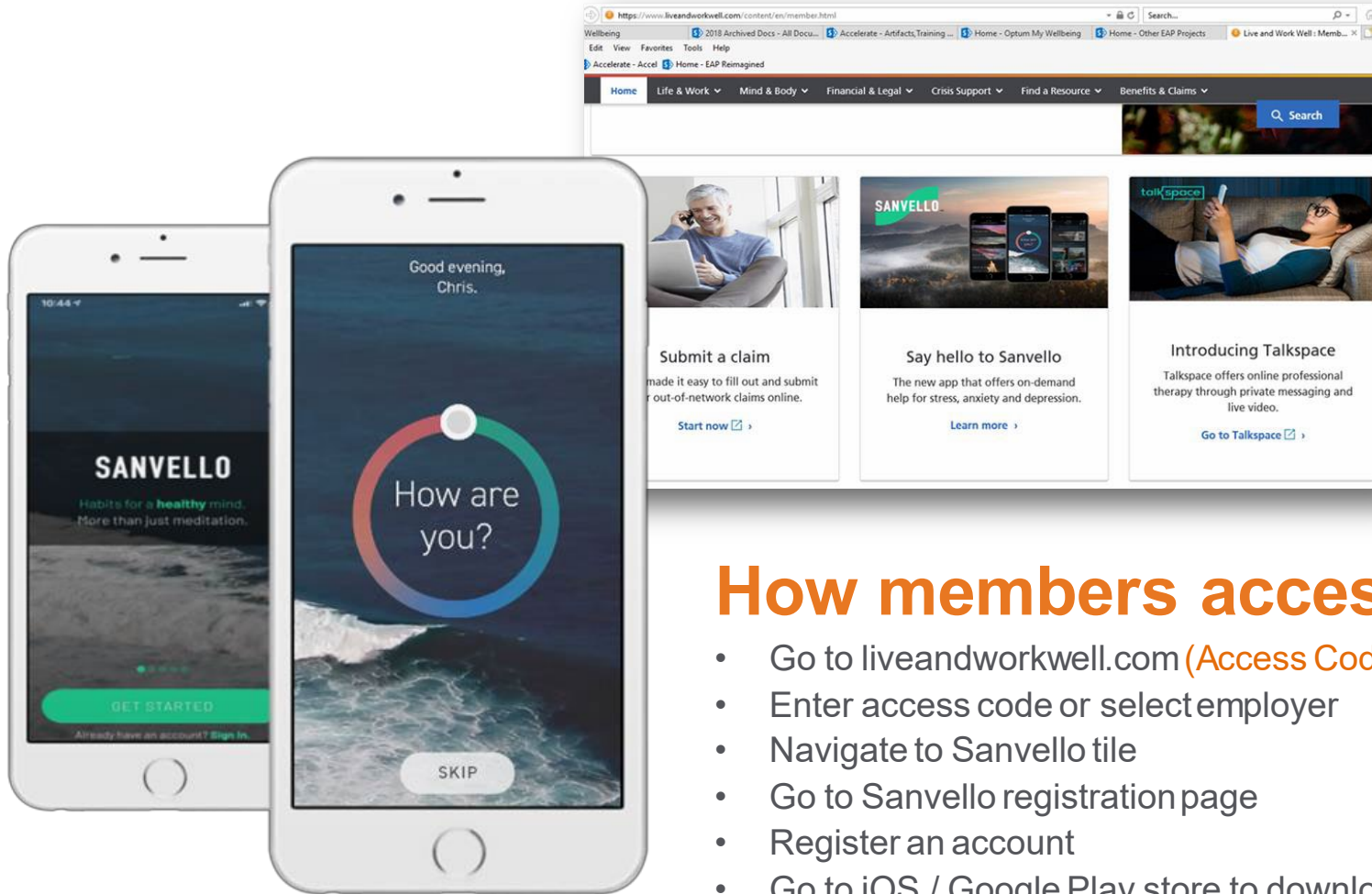
Up to 60 minutes of free consultation (provided in 30-minute increments) — Members can access online financial resources center which includes stress assessments, self-guided learning modules, financial calculators and a learning library. Members also have access to money coaches, financial professionals that can help the member focus on their financial concerns over the course of two telephonic consultations.









# Sanvello

*a digital treatment support self-help app based on Cognitive Behavioral Therapy (CBT) and mindfulness meditation that provides recommendations for activities designed to be effective in the moment.*

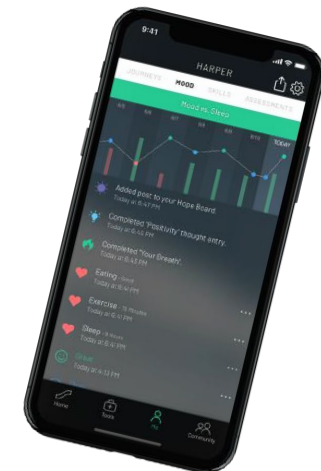


## Available tools:

-  Daily Mood Tracking
-  Guided Journeys
-  Coping Tools
-  Progress Assessments

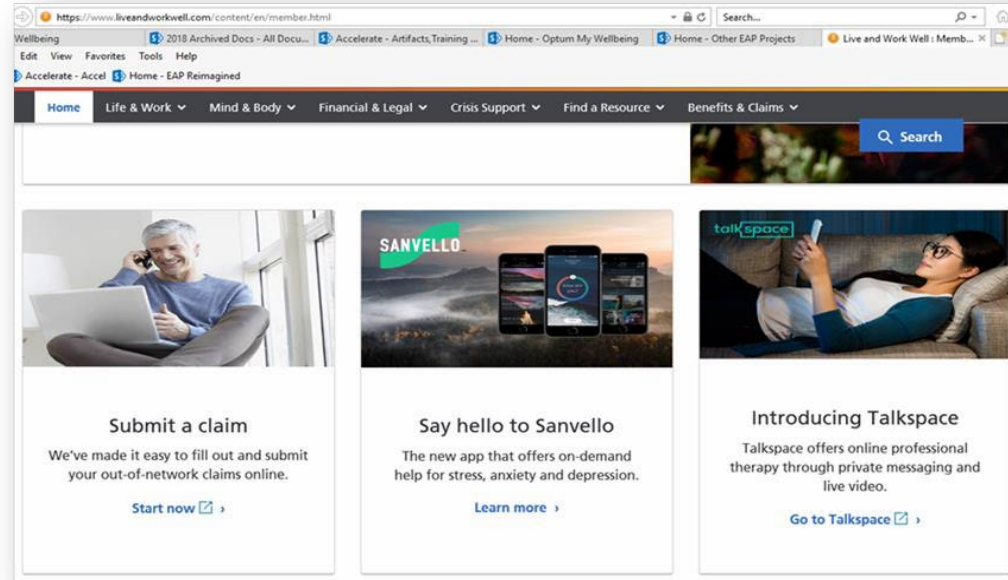
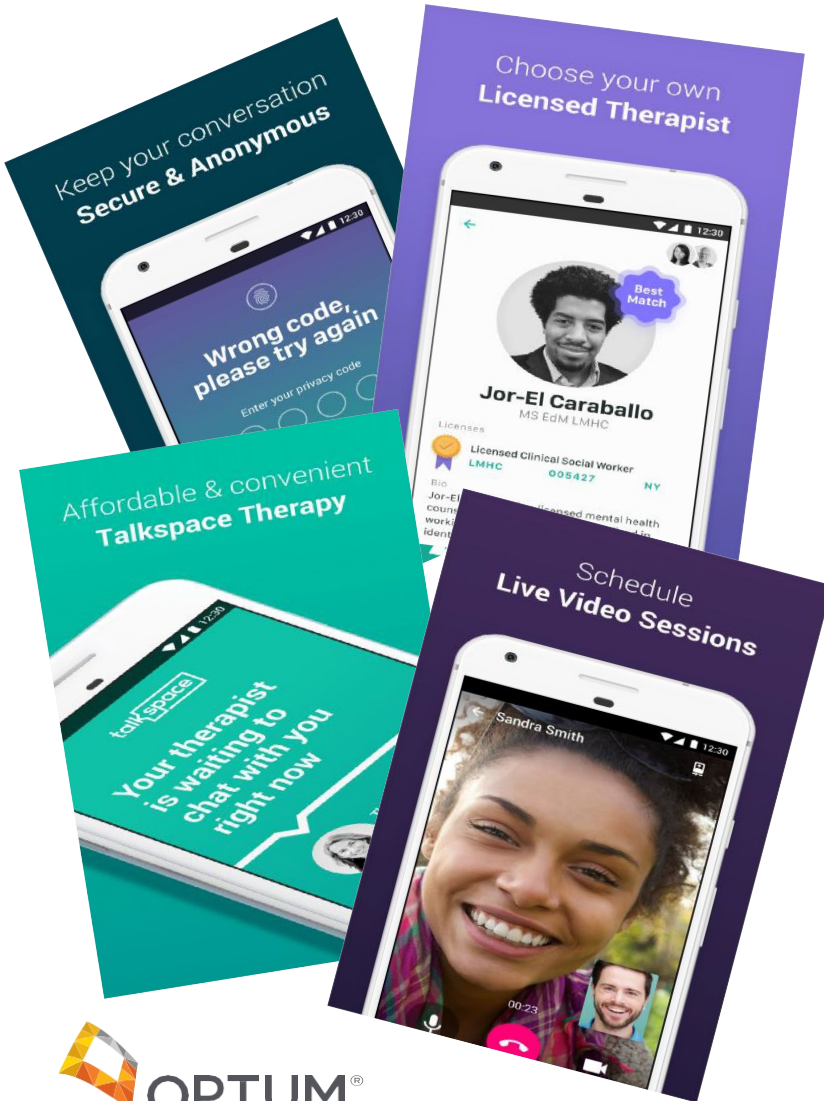
## How members access:

- Go to [liveandworkwell.com](https://liveandworkwell.com) (Access Code: Hiawatha)
- Enter access code or select employer
- Navigate to Sanvello tile
- Go to Sanvello registration page
- Register an account
- Go to iOS / Google Play store to download Sanvello app
- Log into app using registration information



# Talkspace

a contracted provider which gives members the option to communicate with a licensed, master-level or higher EAP Providers via text, voice or video message from their smartphone or desktop.



## Key Features:

- Thousands of licensed therapists across all 50 states
- Digital provider matching tool
- Send text, audio and video messages and receive responses daily, 5 days per week
- Schedule real-time video sessions as needed
- Ability to begin therapy within hours of selecting a provider, no appointment needed

## How Members Access:

- Contact EAP to obtain Authorization
- Go to Talkspace on employer's specific landing page on LAWW to get started (Access Code: Hiawatha)
- Accessible via desktop or the app
- App downloadable via the App Store and Google Play

# Services for Managers, Supervisors and HR Professionals



## Management Consultation

- ✓ Unlimited consultation with clinically-licensed management consultants 24/7/365
- ✓ **Management referrals** and Fitness for Duty coordination
- ✓ Federally-regulated DOE & DOT cases, SAP services and case monitoring with customized workflows, if needed
- ✓ Manager Toolkit available on [liveandworkwell.com](https://liveandworkwell.com)



## Critical Incident Preparation & Response

- ✓ Immediate telephonic help available 24/7 by specialized CIRS intake team
- ✓ On-site group and individual counseling from a national network of more than 6,550 clinicians
- ✓ Follow-up consultation with managers within 24 hours to assess satisfaction and determine additional needs





## Management Consultation

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We help managers and HR administrators deal effectively with workplace and employee challenges and opportunities

- 24/7 access by phone to a team of specialist
- Consultations conducted over the phone with clinically-licensed management consultants
- Substance abuse professional services
- Confirming compliance with organization protocols (e.g. human resources and legal) and regulatory requirements (such as U.S. Department of Transportation regulations)
- Unlimited consultations
- Included in all Optum EAPs without additional charge
- Assistance with management referrals to EAP

# Management Consultation

Some of the most common reasons that managers seek assistance with a workplace concern are:

- Changes in employee behavior impacting his/her performance
- Help an employee access appropriate mental health referrals
- Organizational change and downsizing
- Workplace violence or threats (risk to self or others)
- Trauma or death of employee impacting the workgroup
- Suspected substance abuse
- Communication strategies
- Identifying and supporting employees at risk for harm to self or others

Consultations are unlimited and can be used on an as-needed basis

## The Management Consultant will:

- ✓ **Provide support to the manager**
- ✓ **Gather information to assess the situation**
- ✓ **Identify & provide resources**
- ✓ **Assist in developing a plan of action**



# Most Common Referral Types to EAP

We promote the program from many angles to engage your employees



Self Referral

- Employee initiated
- Confidential
- No information released to the employer



Informal

- Employee discloses personal or family problems
- Manager observes performance concern or behavior change
- Employee access of services remains confidential
- Opportunity for early intervention



Management

- On-going concern about document performance problem or behavior disturbance
- Employee signs Optum Release of Information
- Adherence reports provided to referring manager
- Follow company policy and procedures



# Management Referrals Process



## Management Referrals

We help managers and HR administrators deal effectively with workplace and employee challenges and opportunities

- Manager initiates a management referral in adherence to company policy and procedure. Human Resources is consulted as per company policy.
- Manager contacts EAP and speaks with a Management Consultant for an initial consultation. Options are to call in through the EAP phone line or you may email [MC\\_workgroup@uhc.com](mailto:MC_workgroup@uhc.com) – This box is monitored M-F 8am-8pm ET
- Manager meets with the employee to review performance and adherence to management referral expectations. The manager secures the employee's signature on the Optum Release of Information (ROI) consent form.
- Management Consultant conducts initial telephonic clinical screening with the employee and schedules a face-to-face evaluation with a network EAP clinician.
- The Management Consultant provides ongoing adherence reports provided to referring manager. No Clinical information is disclosed.



## Critical Incident Response Services (CIRS)

We mobilize comprehensive responses to crisis wherever your employees and their loved ones are working or traveling.

- Specialized critical incident intake team is available by phone 24/7.
- An Optum EAP counselor manages the immediate response by phone.
- Interventions may include on-site support for employees, generally within 24-72 hours of the event, and can last days, weeks or even months as needed.
- Managers receive on-site counseling and how to provide ongoing support to employees.
- We can also assist in disaster-preparedness planning.

### **We've helped employers cope with major events:**

- COVID-19
- Boston Marathon bombings
- Sandy Hook school shootings
- Super Storm Sandy
- Hurricane Harvey, Maria, and Katrina
- Philippines and Japan tsunami, floods and earthquakes

# Tools and Resources

[www.liveandworkwell.com](http://www.liveandworkwell.com)

Access Code: Hiawatha

HR/Management Access Code: Hiawatha

24/7/365 access to support 1-866-248-4094



web and mobile

## liveandworkwell.com

### Key features:

- Request an EAP authorization
- Provider search
- Access Talkspace and Sanvello
- 24/7 help line
- Access to articles, guides videos and other resources on a variety of topics
- Access Legal and Financial Services

## Mobile app

### Key features:

- Click to call or chat
- Provider search
- Request a call back
- Look up available EAP benefits
- Request an EAP authorization
- Access Talkspace and Sanvello





Thank you!

