



Support your entire workforce with solutions for everyday life



Invest in your organization’s most valuable asset – the people

Employees today seek employers who are invested in their overall well-being and success. Emotional Wellbeing Solutions is a modern employee assistance program that can help employers demonstrate this investment – while helping employees manage stress, build resiliency and access support for dealing with life’s challenges.

Making employees’ lives easier

With a comprehensive suite of solutions, we make it easy for employees to access the support they need in the moments that matter.

Our team of master’s-level specialists are available 24/7 to provide in-the-moment, real-time telephonic emotional support and guidance. Specialists can also help employees quickly connect to additional resources – including personalized recommendations for ongoing care – based on their individual needs and benefits.

For employees who prefer a self-guided approach, our digital portal, liveandworkwell.com, puts educational resources, self-help programs and professional care at their fingertips. Employees who are unsure of the type of support that’s right for them can receive personalized recommendations through our guided explore care experience.

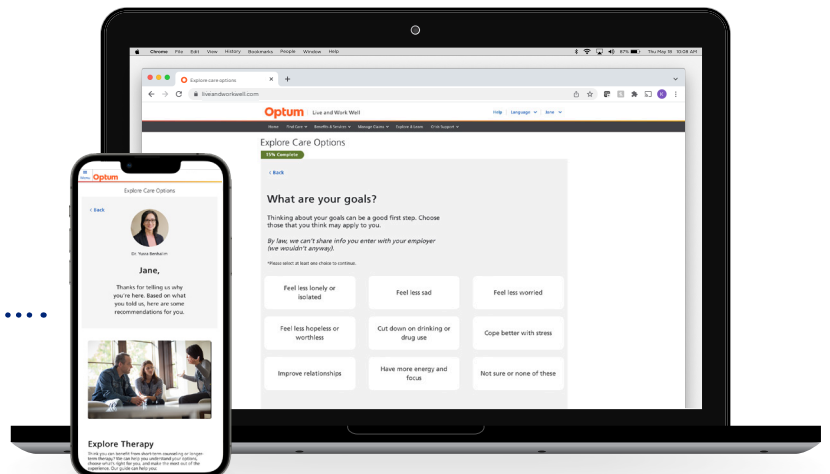
Demonstrated value

29%

reduction in days absent from work¹

81%

of issues resolved without the use of behavioral health benefits, which helps reduce costs²



Comprehensive support for employees and their families

For big issues or small problems, our suite of wellbeing solutions includes:



Telephonic emotional support, 24/7/365



Robust **self-care resources**, including our highly rated self-care app



Virtual, text-based and in-person coaching and therapy from in-network providers at no additional cost to the employee



Financial and legal support services, including counseling and online resources



Critical incident response services, available on site or virtually



Management consultations and referrals for support addressing workplace issues



Training and development for managers and employees to help address life, health and workplace challenges

94%

client satisfaction with critical incident response³

Provide greater support with concierge-style services

Recommended addition

WorkLife

WorkLife provides services that help employees handle what life throws at them, which helps employers through reduced absenteeism and increased productivity. WorkLife offers unlimited, 24/7 direct access to experts for a broad spectrum of pre-screened and qualified convenience resources, including:

- **Child/parenting services** – Support for the spectrum of parenting needs and challenges, ranging from pregnancy and adoption to childcare, child development, teen challenges and special needs
- **Adult/elder services** – Help that reduces the stress of caring for an elderly parent, including housing assistance, respite care options and long-distance caregiving options
- **Convenience services** – Connections to resources that save employees time and increase productivity, such as finding local home improvement resources
- **Life learning** – Experts who are trained to listen and connect employees to the best solutions for their educational needs
- **Chronic condition support** – Advice and referrals that ease the burden of managing chronic conditions such as home health care, food and nutrition assistance, and transportation needs



Nearly 55%

increase in utilization when WorkLife is combined⁴

WorkLife in action

With WorkLife, parents and caregivers can more quickly and easily connect to the resources they need to support the youth in their care, such as:



Locating daycare, alternate school arrangements and tutoring support for children with behavioral challenges



Finding convenience services, like finding a barber who will be patient and allow extra time for a haircut for a child with special needs



Accessing educational information and resources, on topics like child development or managing difficult teen behavior



Identifying situation- or diagnosis-specific information, support groups, parenting classes and online trainings or webinars

Recommended addition

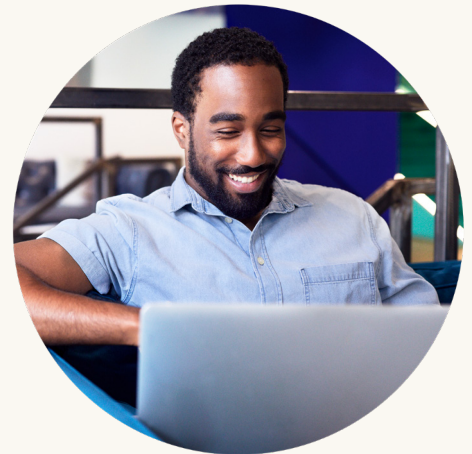
On-site support

Dedicated consultants are embedded into your culture, on site or virtually, to support your organization and drive awareness and utilization of well-being resources. Consultants become deeply aware of what your team is facing each day, and tailor support to meet their needs by providing convenient, confidential support, including:

- **One-to-one employee consultations** – in person or virtually
- **Management consultations and trainings**
- **Critical incident response debriefs**

97%

of employees felt satisfied using our on-site consultation service⁵



Connect your employees to support for life's challenges, big and small. To learn more, contact your Optum representative.

1. Optum U.S. EAP monthly/quarterly performance review. 2021.
2. Optum analysis of combined EAP and BH clients with a five-visit model. 2020 data. Accessed January 25, 2023.
3. 2021 Optum EAP book of business data.
4. Optum U.S. EAP monthly/quarterly performance review. 2021.
5. Optum EAP 2019 Employer Satisfaction Survey.



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