



Access 24/7 support with Emotional Wellbeing Solutions (EWS)

Your Employee Assistance Program and WorkLife Services.



Feel supported, connected, and rewarded every single day with personalized advice, recommendations and referrals from your Emotional Wellbeing Solutions (EWS), which includes WorkLife services.

EWS and WorkLife Services provides confidential counseling and support at no additional cost to you.

**Real people.
Real life.
Real solutions.**

Connect with your EWS and WorkLife Services

24/7 availability | Confidential | No cost to you

YOU, supported



1-866-374-6061

Scan the QR code and log on to liveandworkwell.com or download the **Optum Assist app**.

To register, enter the access code **Ingram**



BENEFITING YOU
— at every stage —

More information about what's available to you

EWS services:

Face-to-face counseling

Eight (8) visits available per event per year. A network of clinicians – part of our larger network of 150,000 clinicians – provide goal-oriented counseling.

Financial coaching from experts

Up to 60 minutes of free consultation (provided in 30-minute increments) with a credentialed financial coach for each financial issue. Access to extensive legal and financial tools and libraries to help you take control of your finances.

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% below the firm's current rates after the initial consultation.

Online EWS clinician visit certification

You can request and receive the EWS clinician visit certification document immediately through the website for routine outpatient care.

Digital self-care tools

Visit liveandworkwell.com to access our digital suite of tools and resources. Discover the solutions and clinical techniques that best fit your needs to help manage stress, anxiety and other concerns all in one convenient location.

Talkspace

Support when you need it – no appointments necessary. With Talkspace, you can reach out to a licensed network EWS provider, 24/7. To get started, call your EWS to obtain an authorization code.

Virtual visits

HIPAA*-compliant technology delivers video EWS services in the privacy and comfort of your home or wherever you choose, providing convenience and accessibility.

*HIPAA stands for the 1996 Federal law, Health Insurance Portability and Accountability Act. This law restricts access to an individual's private medical information.



WorkLife Services:

Adult care and eldercare support

- Grief/loss
- Retirement planning
- Adult daycare programs
- Financial and legal issues
- In-home/nurse care options

Child and family support

- Childcare options
- Adoption resources
- Day/summer camps
- Emergency/sick childcare
- Parent/family support groups

Chronic illness and condition support

- Respite services
- Caregiving services
- Assistive technology
- Affordable-housing resources
- Meal and transportation resources



Convenience services

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

Educational resources

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

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Enter your company access code: **Ingram**



App Store® – Apple



Google Play®

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availability**

Confidential

**No cost
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Optum Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) in California.

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This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum 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 are subject to change. Coverage exclusions and limitations may apply.

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