



COUNSELING

— *is just for* —

RELATIONSHIP PROBLEMS.

TRUE OR FALSE

FALSE.

Counseling services offer support, information and referrals to help you deal with daily challenges and cope with unexpected events.

What Can My EAP and WorkLife Services Benefit Do For Me?

We can help you and your family members with day-to-day challenges, major life changes, and anything in between.

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 EAP and Worklife Services Benefit offers assistance and support for all these concerns and more:

Call us to access a wide range of assistance:

- Depression, anxiety, and stress
- Counseling services
- Substance abuse
- Balancing work and life issues
- Workplace conflict
- Parenting and family issues
- Child and elder care support
- Coping with grief and loss
- Living with chronic conditions
- Planning for retirement

Real people. Real life. Real solutions.

Your EAP and WorkLife Services Benefit

888-625-4809

Or log on to liveandworkwell.com

Access code: veba

From short-term counseling services and referrals to more extended care, your benefit offers just what you need. To find out more, give us a call or visit www.liveandworkwell.com.

WorkLife Services



Work, children, friends, family—it all adds up to lack of time, and sometimes overwhelming stress.

Let us do your legwork.

We can provide you and your loved ones with information and referrals for many of your personal needs. Just call. We'll do the research and provide a list of service options in your area, or wherever you need them.

Look to us for information on a variety of services, including:

- **Household services.** Plumbers who work evenings, housekeepers, carpenters, dry cleaners, auto repair shops, electricians, landscapers
- **Shopping.** Clothing, antiques, sporting goods, specialty stores, shopping services for the elderly or disabled
- **Entertainment.** Theater tickets, golf, travel arrangements, kid-friendly restaurants, nightclubs, horseback riding, concerts, skydiving lessons
- **Health and wellness.** Fitness centers, urgent care clinics, all-night pharmacies
- **Personal services.** Apartment brokers, caterers, tailors, translators, dog walkers

When times are tough, WorkLife Services can help, with referrals including:

- **Adult/Elder Support Services.** For people who are aging or caring for adult and elder dependents, including caregiving, housing, transportation, meal services, senior activity groups
- **Child/Parenting Support Services.** Answers to parenting questions, resources for daycare, summer camps, adoption, sick-child care
- **Chronic Condition Support.** Non-medical support and resources for employees and dependents who have a condition like diabetes, arthritis or asthma

Our referrals are reliable.

Our Resource specialists conduct searches using our extensive database and make phone calls to find options that meet your needs. You'll get up-to-date details—including what services are offered, how much they cost, professional credentials and contact information—by telephone, fax or e-mail. What might have taken you hours takes just one call!

**Save time. Enjoy life. One quick call.
Hundreds of real-world solutions.**

Simply call the toll-free number provided by your health benefits representative or log on to www.liveandworkwell.com and enter your access code. All calls and use of services are confidential in accordance with applicable law. Contact us today.

Please note: While WorkLife Services and all referrals are included as part of your benefits, you will have to pay for any WorkLife Services you decide to use. OptumHealth Behavioral Solutions specialists cannot book or purchase services on your behalf. This is an educational referral-based service only. Certain services may not be available in some benefit plans. Consult your benefit plan to know what is available.



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WorkLife Services

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More than 100 Ways to Help You Manage Your Life!

Here is a sample of the services available to you. Call today and receive personalized consultation and referrals in the following areas.

CONVENIENCE SERVICES

Business Travel
Health and Well-Being
Home Improvements
Household Services
Yard and Lawn Care
Shopping
Entertainment
Dining
Nightlife
Recreation
Pet Services
Travel
Repair: auto, home
Relocation
Personal services:
 massage, spa services,
 acupuncture, etc.

CHILD, FAMILY AND PARENTING SUPPORT SERVICES

Adoption
At-Risk Pregnancy Support
Before and After School Programs
Certified Nurse Midwives
Childbirth Issues
Childcare Options
Child Development
Cooperative Preschools
Dad's Groups
Day/Residential Camps
Doula Services
Emergency/Sick-Child Care
Extended Day Programs
Help with Parenting Questions
Home Alone Services
Infertility Resources
Newborn Issues
New Parent Support Groups
Parent/Child Interactive Classes
Parent Education Classes
Postpartum Depression Support
Prenatal Services

Preschools
Recreational Activities
Sibling Support
Special Needs Care
State and Federal Government
Nutrition and Health Programs for
 At-Risk and Low Income Parents
State Subsidy Programs
Step-Family Support Groups
Summer Camps and Activities
Summer Childcare
Teen Parent Assistance Program
Transportation Services
Community Programs for Teens

EDUCATIONAL RESOURCES (from kindergarten through adult)

Adult Education Classes
Alternative Educational Programs
College Solutions
Career Consulting
Community College Programs
Early Childhood Curriculums
Early Intervention Programs
Educational Advocacy Groups
Enrichment Classes
Home Schooling
Individual Educational Plan
International Study
Kindergartens
Nursery Schools
Private School Resources
Residential Schools
Schools/Programs for At-Risk Youth
Special Needs Programs
Sports and Recreation Programs
Technical Schools

ADULT AND ELDERCARE SUPPORT SERVICES

Adult Day Care Programs
Alzheimer's and Related Disorders
Case Management

Community Resources and Programs
Disaster Support
Elder Abuse
Elder Law Attorneys
Financial Issues
Government Programs
Grief/Loss
Health and Older Adults
Home/Health Assessment
Homemaker Service
Housing Options
In-Home/Nursing Care Options
Legal Issues
Meals on Wheels
Ombudsman
Recreation/Social Programs
Retirement Planning
Skilled Nursing Facility Information
Travel
Volunteer Opportunities

CHRONIC ILLNESSES AND CONDITIONS SUPPORT SERVICES

Advocacy
Affordable Housing
Assistive Technology
Caregiving
Condition-Specific Support
Food Service and Nutrition Help Lines
Living with a Disability
Remodeling for Accessibility
Respite Services
Transportation
Travel/Special Needs
Work Issues

Contact us any time you need help with any of life's concerns. Ask your health benefits representative for your access code to liveandworkwell.com and the toll-free number.

As part of your benefits, some services are available at no extra cost. This includes referrals, seeing in-network clinicians and initial consultations with mediators or financial and legal experts

Want to retain a lawyer after your consultation? You'll get a 25 percent discount.

Access to liveandworkwell.com is always free. For more information, please refer to your employer-provided benefit information.

24-hour online access is also available at liveandworkwell.com.

You and your family can also go online any time to:

- Check benefit information
- Submit online service requests
- Search the online clinician directory
- Use our virtual help centers to find information and resources for hundreds of everyday work and life issues
- Participate in interactive, customizable self-improvement programs

All records are kept confidential in accordance with federal and state laws.

Find a better balance between your work life and your home life — so you can enjoy life.

How Do I Get Started?

Accessing your EAP and Worklife Services Benefit is easy and available 24 hours a day. Simply call the toll-free number on this brochure.

What Will Happen When I Call?

A specialist will ask you a few questions to help 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. We will work to satisfy your preferences with respect to gender and language/cultural requirements.

How Much Will This Benefit Cost?

There's no charge for referrals, or for seeing a clinician within our network. If you'd like to speak with an expert for financial or legal assistance or for legal 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.

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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. This program and its components may not be available in all states and coverage exclusions may apply.

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