



Steps for logging into Optum's Live and Work Well EAP site

Step 1	Go to www.liveandworkwell.com
Step 2	Click " Browse as a guest with a company code " located underneath register to sign in
Step 3	Enter guest access code <u>claremontcolleges</u> and click " Enter " (if you ever find that you don't have the access code, click on "Forgot your access code" and select <u>Claremont Colleges</u> from the drop down list)

Steps to request an authorization code online for EAP sessions

Please note: An authorization code is required to book an EAP session with a provider via virtual visit, TalkSpace or face to face.

Step 1	Once logged in on the home page of www.liveandworkwell.com , scroll down halfway and click the Employee Assistance Program (EAP) " get authorized " button. (Please be sure you are on the highlighted benefits tab)
Step 2	Read the instructions and if you meet the conditions listed to continue online, select " Continue ". (If you do not meet the conditions please call 1-800-234-5465)
Step 3	Fill out the form and check the box that states, " I agree to receive my authorization via email " and click submit. Once successfully submitted you will receive the below message which you can print or copy for your records. Please be sure to keep your authorization code in an easily accessible place or take a screenshot to refer to when needed. <i>Request successfully submitted!</i> <i>You can expect to receive a secure email within three to four business days at the email you provided. If you do not receive an email within that time, please check your spam folder. Remember to bring a copy of the authorization letter to your first visit with the network provider. If you have any questions in the meantime, please call the support number at the bottom of the screen. Thank you for allowing us to help you. (1-800-234-5465)</i>

Steps to locate a provider online for EAP sessions

Step 1	Once logged in on the home page of www.liveandworkwell.com , click the " Find Providers " tile.
Step 2	Enter the city or zip code for the provider area you would like to search
Step 3	There will be a series of questions to help you match with a provider. You can answer or click skip. Once complete, click " Get results "
Step 4	If needed, you can further filter your results . On the left-hand side, you will see a variety of filters: Accepting New Patients, Platinum Rating, Virtual visit (Online Therapy), Gender, Scheduling, Treatment options, Language, Ethnicity, and many more. By using these filters, you can find the perfect provider who matches exactly what you need! If you would like to schedule an appointment online , select the " scheduling " filter option on the left side of the screen and choose the " schedule online " button to display the participating providers. Please note: Not all providers participate in online scheduling. Once your search is complete, contact the provider of your choice to schedule an appointment online or by phone. Please be sure to provide your authorization code.



Steps to call Optum EAP to get an authorization number and find a provider

Please note: An authorization code is required to book an EAP session with a provider via virtual visit, Talkspace or face to face.

Step 1	Call 1-800-234-5465 and provide access code <u>claremontcolleges</u> for <u>Claremont Colleges</u> .
Step 2	Request an authorization number for an EAP visit. The representative will secure email you the authorization code and provide a timeframe of when to expect the email. Please be sure to keep your authorization code in an easily accessible place or take a screenshot to refer to when needed.
Step 3	Request assistance in finding a provider. If you would like your EAP specialist to assist in searching for providers, please let the representative know your preferences. Some filter options are: Accepting New Patients, Platinum Rating, Virtual visit (Online Therapy), Gender, Scheduling, Treatment options, Language, Ethnicity, and many more. By using these filters, you can find the perfect provider who matches exactly what you need! The EAP specialist will provide you with the contact information and now you are all set to contact the provider and schedule an appointment. Please be sure to provide your authorization code.



Steps to access Talkspace

Please note: An authorization code is required to book an EAP session with a provider via virtual visit, Talkspace or face to face.

Step 1	To get started , call your Employee Assistance Program at 1-800-234-5465 or go to LiveandWorkWell.com to obtain an authorization code prior to registering (first visit only)
Step 2	<p>To call and get an authorization code, call 1-800-234-5465 and provide access code claremontcolleges for Claremont Colleges. Request an authorization code for an EAP visit. The representative will secure email you the authorization code and provide a timeframe of when to expect the email. Please be sure to keep your authorization code in an easily accessible place or take a screenshot to refer to when needed.</p> <p><u>OR</u></p> <p>To get an authorization code online, go to www.liveandworkwell.com click “Browse as a guest with a company code” and enter access code claremontcolleges. Then, scroll down halfway and click the Employee Assistance Program (EAP) “get authorized” button. Fill out the form and check the box that states, “I agree to receive my authorization via email” and click submit. Once successfully submitted you will receive the below message which you can print or copy for your records. Please be sure to keep your authorization code in an easily accessible place or take a screenshot to refer to when needed.</p> <p><i>Request successfully submitted!</i> You can expect to receive a secure email within three to four business days at the email you provided. If you do not receive an email within that time, please check your spam folder. Remember to bring a copy of the authorization letter to your first visit with the network provider. If you have any questions in the meantime, please call the support number at the bottom of the screen. Thank you for allowing us to help you. (1-800-234-5465)</p>
Step 3	Once you have your authorization number, go to www.liveandworkwell.com click “ Browse as a guest with a company code ” and enter access code claremontcolleges . Click on the popular tools tab and select “Go to Talkspace” . Choose the “ Use my Employee Assistance Program (EAP) ” tile and then click “ Get Started ”. Fill out the required info and match with a provider. Download the TalkSpace app on your mobile device or you can use on a desktop. <i>(Talkspace is supported by Chrome, FireFox, Safari or Edge browsers on your desktop computer. (iOS • ANDROID • DESKTOP MESSAGING • VOICE • VIDEO • PHOTO)</i>