



## Employee Overview

Employee Assistance  
Program (EAP) with  
WorkLife Services



Claremont Colleges 2021

# Optum Employee Assistance Program and WorkLife Services

Optum Employee Assistance Program (EAP) and WorkLife Services 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
- ✔ WorkLife Services



# 24/7/365 Toll-Free Line 1-800-234-5465

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

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5 visits - 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

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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

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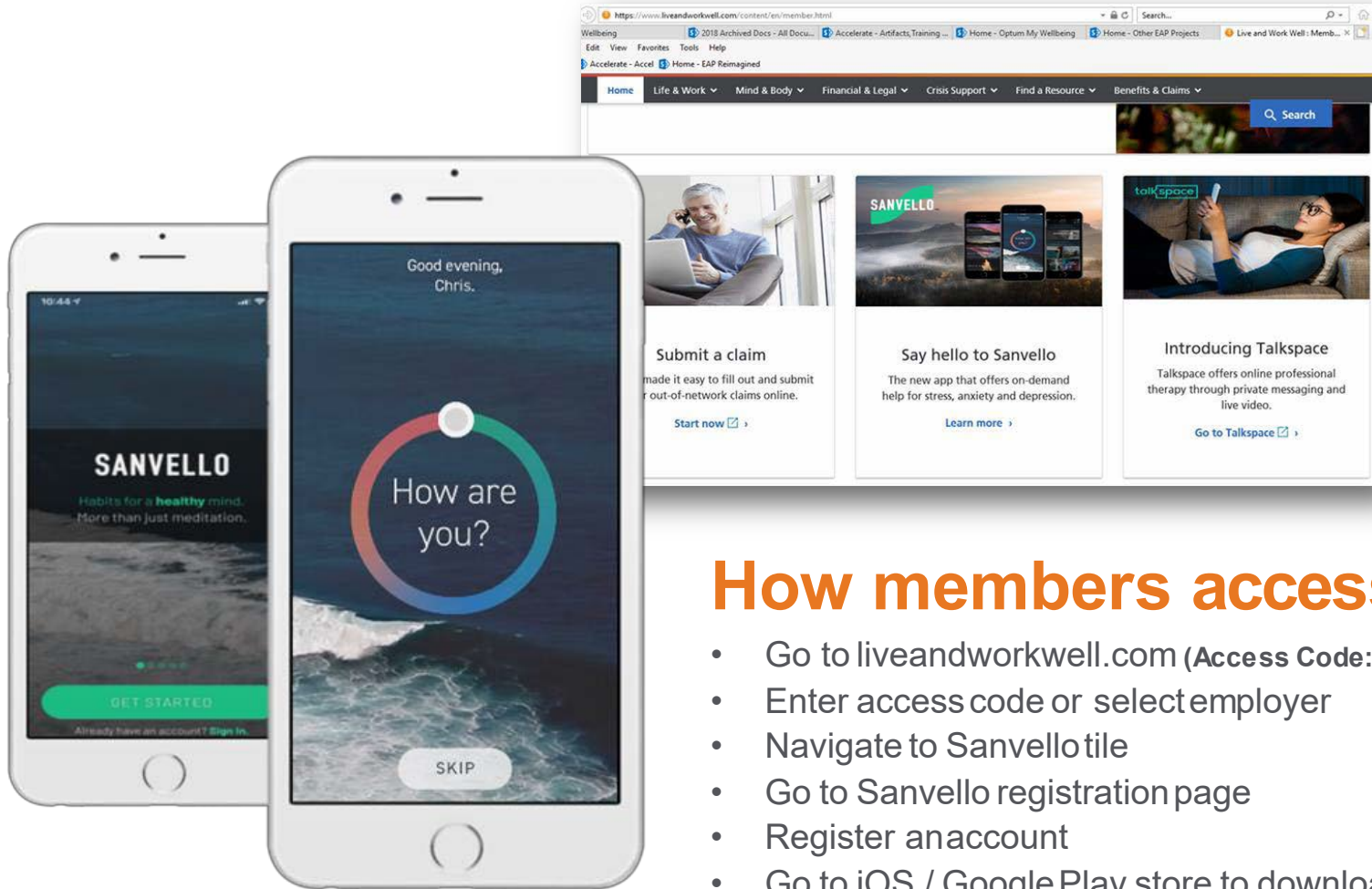
Up to 60 minutes of free consultation (provided in 30-minute increments) — Members can access online financial resources center which includes stress assessments, self-guided learning modules, financial calculators and a learning library. Members also have access to money coaches, financial professionals 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

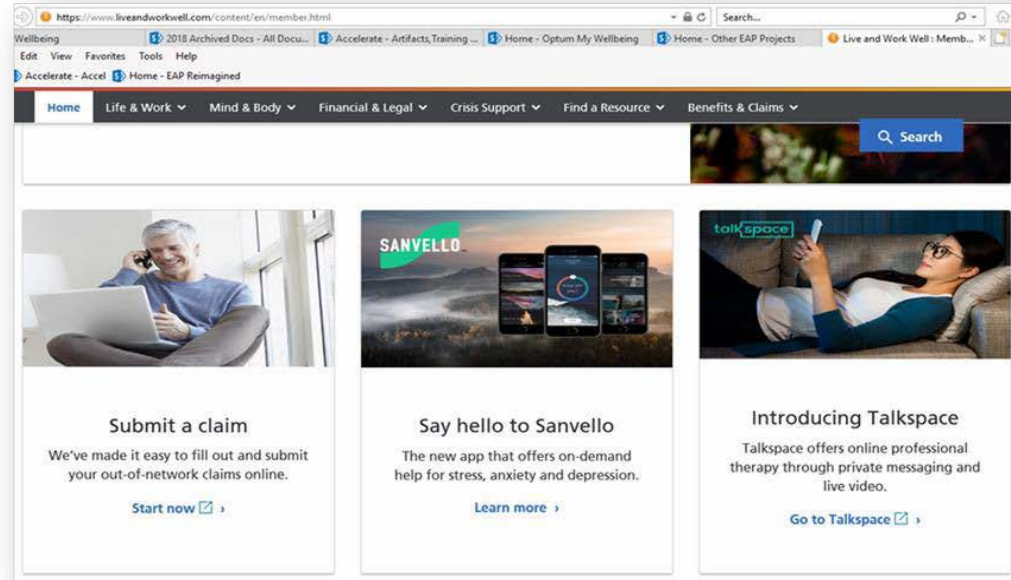
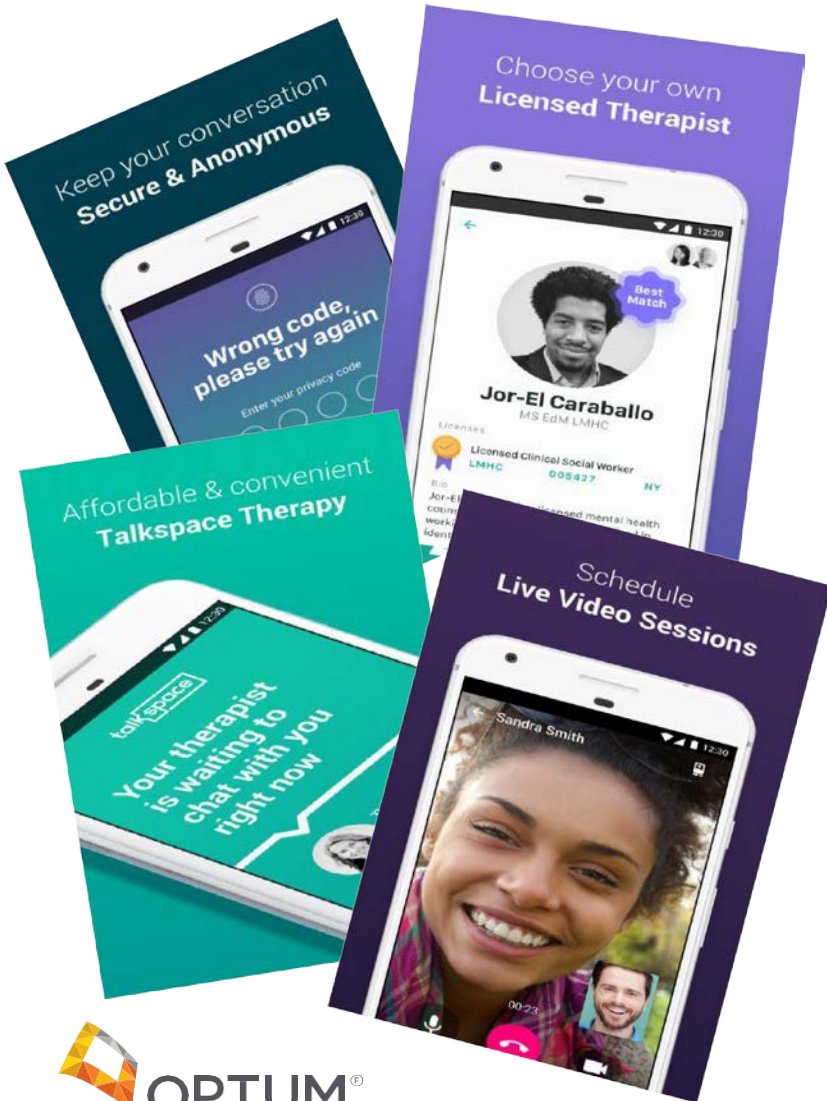
## How members access:

- Go to liveandworkwell.com (Access Code: Claremontcolleges)
- 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: Claremontcolleges)
- Accessible via desktop or the app
- App downloadable via the App Store and Google Play

# EAP WorkLife Services

Direct access to experts on our team and through referrals to a broad spectrum of **pre-screened** and **qualified** convenience resources.

- ✔ Child/parenting services
- ✔ Adult/elder services
- ✔ Convenience services
- ✔ Life learning
- ✔ Chronic condition support



# Child/Parenting Services

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Parents with young children face a variety of needs that are time consuming to figure out. We have experts that can help connect caregivers for adolescents of all ages and needs.

We also provide helpful advice and referrals on a wide range of topics including pregnancy services, childbirth/ nursing professionals, adoption support, childcare options, child development experts, special needs support, help for teens, grand parenting assistance, help for non-traditional families, family activities, and even communication training.



# Adult/Elder Services

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We work to remove the stress of caring for an elderly parent by offering access to experts that are trained to offer advice on a variety of issues from financial and retirement planning to legal service, housing assistance, respite care options, Medicare and Medicaid support, and long-distance care-giving options.



# Convenience Services

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Searching for everyday needs can take valuable time away from work for your employees. We remove the worry and help employees to connect with a variety of resources saving them time and increasing productivity.

We can help with a variety of situations and needs including helping employees to find local cleaning and domestic help, home improvement and repair, car maintenance and repair, fitness and recreational opportunities, and many more.



# Life Learning

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Whether it is an employee, a family member, or someone an employee is caring for we offer advice and referrals to support them.

Our experts are trained to listen and connect employees to the best solutions for whatever educational need they have. Ranging from school issues, special education resources, financial aid assistance to art and craft classes — we have a solution.



# Chronic Condition Support

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We work to ease the burden on those managing chronic conditions by offering a team of experts that can provide advice and referrals on a wide range of needs from self-care tools, housing options, medical alert systems, social services, home health care, medical suppliers, food and nutrition assistance, aids to daily living, and transportation needs. We offer a helping hand when it's needed most.





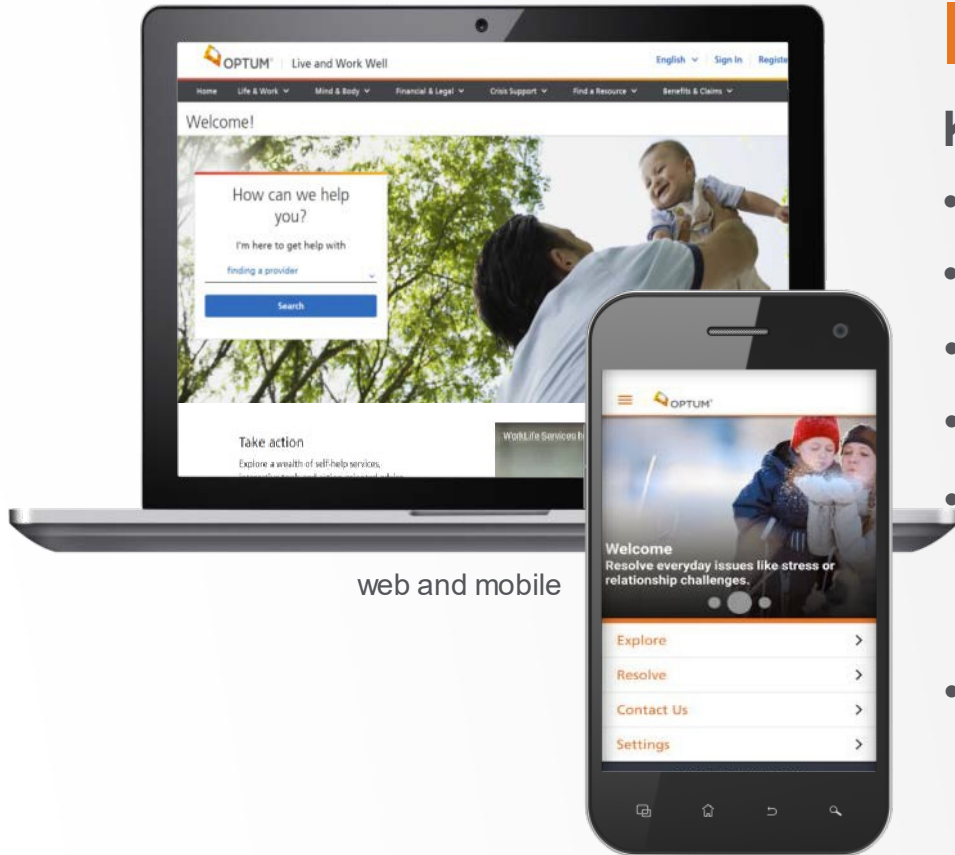
# Tools and Resources

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

Access Code:Claremontcolleges

24/7/365 access to support 1-800-234-5465

5 visits - per reason, per member, per year.



## 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



Questions?

