



# OPEN ENROLLMENT 2019

## Employee Assistance Program

# Agenda

## What is the Employee Assistance Program (EAP)?

- What is EAP?
- Who can use EAP?

## EAP Services in 2018

- Work & Life services
- Health and Wellness resources
- Problem-solving support
- Accessing services

## EAP Services in 2019 and beyond

# What is EAP

## What is the Employee Assistance Program (EAP)?

- Your Employee Assistance Program (EAP) is a confidential service designed to help with both emotional health issues and everyday situations.
- Your EAP is confidential, free, and available 24/7.

## Who can use EAP?

- All LAwell members are eligible for the EAP; and ALL members in your household are eligible for EAP (even if they are not your covered dependent)



# EAP Services in 2018

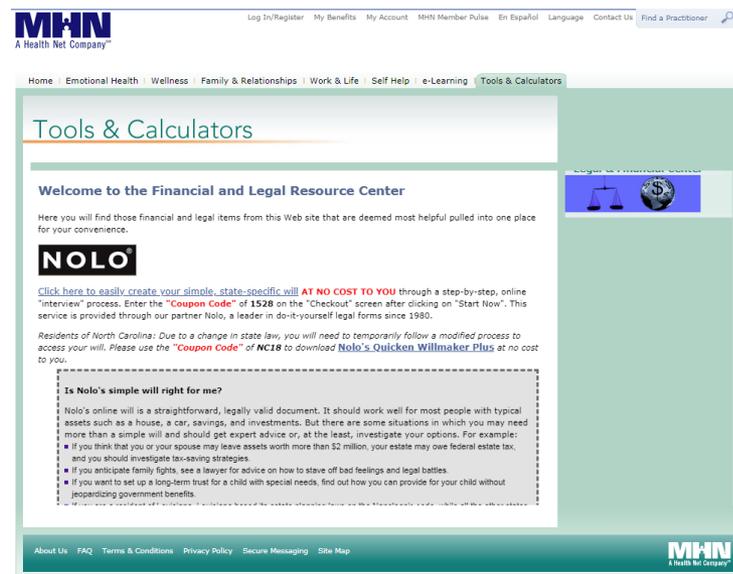


# EAP Services in 2018

## Work and Life Services

- Childcare, eldercare, and daily living assistance
  - Identify the type of care or service you need, and EAP will give you names and numbers of providers in your area with confirmed availability.
- Financial Services
  - Financial consultants can help you with credit counseling, debt and budgeting assistance, financial planning for college, and retirement planning.

*(Note: investment advice or investment counseling is not a covered service)*
  - Online tools and calculators, as well as educational information, is also available to you.



# EAP Services in 2018

## Work and Life Services, continued

- Legal Services
  - Legal tools, forms, and other information is available online
  - Receive a referral to an attorney for a free initial consultation; talk to a lawyer over the phone or face to face
  
- Identify theft recovery
  - Connect with a certified consumer credit counselor to 1) assess your situation, 2) create an action plan, and 3) provide information and tools.



# EAP Services in 2018

## Health and Wellness Resources

- Wellness Education
  - Access informative articles on:
    - Alcohol & Drugs
    - Fitness & Exercise
    - Healthy Eating
    - Sleep
  
- Self Help Resources
  - Assessment Tools
  - Programs (Fitness, Nutrition, Smoking Cessation, Stress, & Weight Management)
  - Wellness Center



# EAP Services in 2018

## Problem Solving Support

- Professional counselors available to discuss a variety of issues including:
  - Marriage and relationship issues
  - Problems in the workplace
  - Stress
  - Grief
  - Addiction
- Face-to-face, Phone, or Web appointments available with in-network providers.
- Five sessions available, per person, per incident



# Accessing Services

- All access is free and confidential
- Initiate services either online or by phone:

ONLINE	PHONE
<a href="https://members.mhn.com">https://members.mhn.com</a>	<b>(800) 213-5813</b>
Company Code: cityoflosangeles	



# EAP Services in 2019



## Rest assured: It's confidential

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We will never share personal records with your employer or anyone else without your permission.

All services are confidential in accordance with federal and state laws.

### EXCEPTIONS:

- When required by law, such as by court order
- When the law requires suspected child or elder abuse be reported to the proper authorities
- Concern that a member may harm himself or herself
- If a member threatens to hurt someone
- Medical emergencies
- When a member is gravely disabled to the point of threatening well-being
- When a member gives written consent

# Integrated EAP services

We refer members to pre-screened and verified community resources and referrals

## LEGAL SERVICES

- Access to licensed, state-specific attorneys
- Free 30-minute telephone or in-person consultation per issue
- Ongoing attorney representation at a 25% discounted rate
- State-specific wills
- Deeds
- Document preparation
- Probate matters
- Divorce
- Consumer issues
- Criminal matters
- Real estate services
- IRS matters
- Trusts
- Living wills
- Power of attorney
- Separation
- Traffic matters

## COMMUNITY RESOURCE REFERRALS

- 12-step programs
- Support groups
- Self-help groups
- AIDS-related assistance
- Community mental health agencies
- United Way agencies
- Battered women's shelters
- Family services agencies
- Child abuse services

## EAP



Saving time:  
One call handles it all

## MEDIATION SERVICES

- Access to professional mediators
- Free 30-minute consultation per issue
- Ongoing representation at 25% discounted rate
- Divorce/separation
- Child custody
- Estate settlement
- Family disputes
- Real estate
- Landlord/tenant disputes
- Small claims matters
- Consumer disputes
- Contractual disputes
- Collections

## FINANCIAL SERVICES

- Access to credentialed financial professionals
- Free 30–60-minute telephonic consultation per issue
- Investment plans
- Estate planning
- Debt reduction
- Retirement planning
- Budget management
- Bankruptcy
- Wage garnishments
- IRAs
- Taxes
- College funding

# Integrated WorkLife services

We refer members to pre-screened and verified community resources and referrals

## ADULT/ELDER SERVICES

- Financial planning
- Retirement planning
- Legal services
- Housing assistance
- Support services
- Insurance information
- Respite care
- Medicare/Medicaid support
- Transportation
- Long-distance caregiving
- Aids to daily living

## WorkLife



Saving time:  
One call handles it all

## CHILD/PARENTING SERVICES

- Childcare
- Parenting support
- Child development experts
- Special needs support
- Help for teens
- Pregnancy services
- Childbirth/Nursing professionals
- Camps
- Family activities
- Adoption support
- Grand-parenting assistance
- Help for non-traditional families
- Communication training
- Pet services
- Domestic relocation

## LIFE LEARNING

- School issues
- Special education resources
- College selection
- Financial aid assistance
- Alternative education programs
- Community education programs
- Career consulting
- Adult education classes
- Enrichment classes
- Lectures
- Music, dance, art and craft classes
- Online learning

## CONVENIENCE SERVICES

- Household needs
- Personal issues
- Recreational activities
- Shopping
- Entertainment
- Dining
- Nightlife options
- Education
- Health and wellness

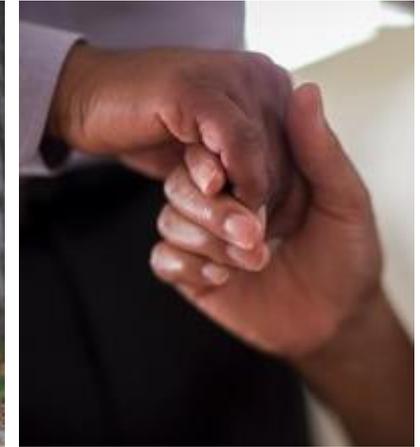
## CHRONIC CONDITION SUPPORT SERVICES

- Aids to daily living
- Medical suppliers
- Food/nutrition assistance
- Self-care tools
- Travel assistance
- Social services
- Home health care
- Mail-order pharmacies
- Medical alert systems
- Special housing
- Help with work issues
- Assistive technology

## EAP and WorkLife consultants address:

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- **Work-related concerns** such as job stress, reorganization, interpersonal and situational conflicts, burnout
- **Relationship challenges** such as marital communication and conflict resolution
- **Family concerns** such as single parenting and parent/child conflicts
- **Emotional duress** such as anxiety, stress, depression, grief and managing life changes
- **Crisis intervention**
- **Alcohol and drug abuse**, including co-dependency
- **Disease-related challenges** such as coping with chronic and terminal illness



# Counseling

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You and every covered family member may attend five face-to-face counseling sessions for each problem per year at no cost to you. An EAP specialist can refer you to a network clinician or show you how to use [liveandworkwell.com](https://www.liveandworkwell.com) to find one.

# Financial services

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## Access to credentialed financial professionals



- One telephone consultation (30–60 minutes in length) per issue per year

- 401(k), HSA, IRA, etc.
- Bankruptcy
- Budget management
- College funding
- Debt reduction
- Estate planning
- Investment plans
- Retirement planning
- Taxes
- Wage garnishment

# Legal services

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## Access to licensed, state-specific attorneys



- One 30-minute telephone or in-person consultation per issue per year at no cost to you\*
- Ongoing representation by an attorney at a 25% discounted rate

- Consumer issues
- Criminal matters
- Deeds
- Document preparation
- IRS matters
- Living wills
- Power of attorney
- Probate
- Real estate services
- Separation and divorce
- State-specific will
- Traffic matters
- Trusts

\*Some exceptions apply. Cannot be used for a second opinion or for issues with an employer, health insurer or health care provider.

# Mediation services

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## Access to professional mediators



- One 30-minute telephone or in-person consultation per issue per year at no cost to you
- Ongoing representation by a mediator at a 25% discounted rate

- Child custody
- Collections
- Consumer disputes
- Contractual disputes
- Estate settlement
- Family disputes
- Landlord/tenant disputes
- Real estate
- Separation and divorce
- Small-claims matters

# What to expect when you call

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## Employee Assistance Program



- Take as much time as you need.
- Someone is available to talk anytime, day or night.
- Your conversation is confidential.
- There is no charge.
- You can call back anytime.

- An EAP specialist with a master's degree in a mental health profession will answer your call.
- You can explain why you are calling. The specialist will ask questions, too. You and the specialist will discuss options.
- The specialist might send you information by email or help you find reliable information and resources on **liveandworkwell.com**.
- The specialist can help you find someone for face-to-face counseling.

# Personal empowerment programs on **liveandworkwell.com**

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These secure new programs are easy to use, personal and engaging.



- Cognitive therapy-based approach
- Online tools to assist learning
- The feel of social media without sharing user content
- Individual program use isn't shared and doesn't become a part of the medical record

The new personal empowerment programs on **liveandworkwell.com** are great tools for members trying to make changes on their own or to complement professional treatment.

Programs include:

**Moving through depression**

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**Working through stress and anxiety**

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**Living in recovery with addiction**

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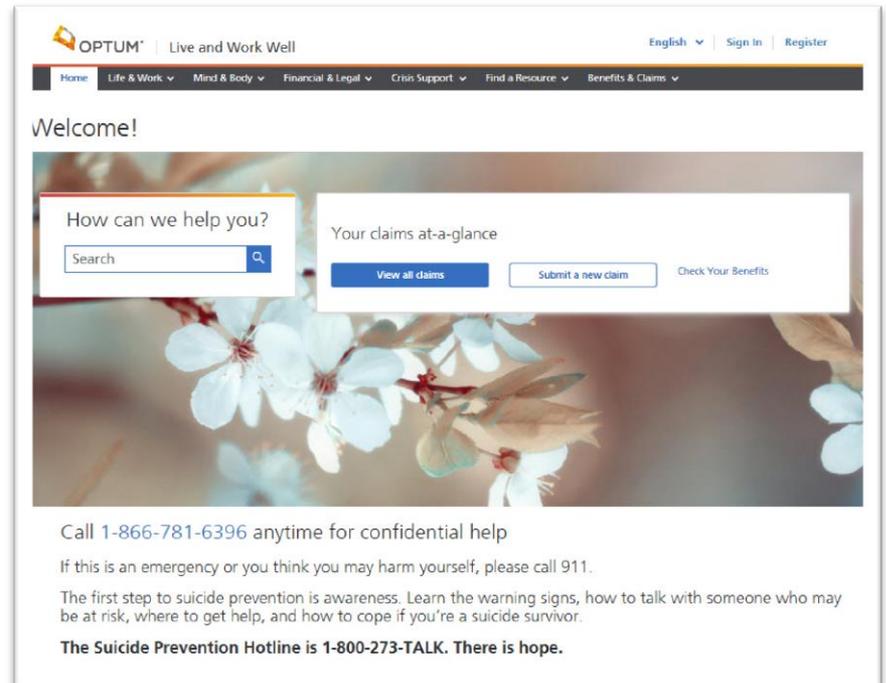
# liveandworkwell.com

## EDUCATION AND TOOLS

- Articles on work/life topics
- Life-stage centers: parenting, elder, stress and anxiety, chronic conditions
- Mental health condition centers: alcohol and drug dependence, anxiety, eating disorders, ADHD, depression
- Healthy family: parents, kids, teens

## SELF-SERVICE

- Online databases: childcare and eldercare resources, schools, camps, adoption agencies
- Clinician look-up and certification features
- Interactive, personalized self-assessments
- Personal plan programs: stress, alcohol, drugs, steps to change, smoking cessation
- Private online consultation option
- Message boards



The screenshot shows the OPTUM Live and Work Well website. The header includes the OPTUM logo, the text "Live and Work Well", and links for "English", "Sign In", and "Register". A navigation bar contains links for "Home", "Life & Work", "Mind & Body", "Financial & Legal", "Crisis Support", "Find a Resource", and "Benefits & Claims". The main content area starts with a "Welcome!" message. Below this is a search bar with the text "How can we help you?" and a "Search" input field. To the right of the search bar is a "Your claims at-a-glance" section with a "View all claims" button, a "Submit a new claim" button, and a "Check Your Benefits" link. The background of the main content area features a close-up image of white cherry blossoms. At the bottom of the page, there is a call to action: "Call 1-866-781-6396 anytime for confidential help". Below this, it states: "If this is an emergency or you think you may harm yourself, please call 911." and "The first step to suicide prevention is awareness. Learn the warning signs, how to talk with someone who may be at risk, where to get help, and how to cope if you're a suicide survivor." Finally, it provides the "The Suicide Prevention Hotline is 1-800-273-TALK. There is hope."

# How to access the EAP and WorkLife services

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CALL TOLL-FREE

1-800-213-5813



ONLINE

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



ACCESS CODE

CityofLA

Available 24 hours a day, seven days a week