

# Employee Assistance Program (EAP) & Work Life Services

## User Instruction Guide for Gardner Edgerton USD 231

Calling Optum EAP is the very best way to get started:

**EAP phone number: 1-866-248-4096**

(available 24 / 7 / 365)

**EAP website: [www.liveandworkwell.com](http://www.liveandworkwell.com)**

**Access Code: USD231**



# Optum EAP Eligibility

## Who is eligible to use the EAP?

- You (the USD 231 employee)
- Your Children (home and away at college)
- Spouse/Partner
- Truly ALL members of the employee's household

## No Enrollment Needed

- Individuals do NOT need to be enrolled in USD 231's health plan or *any* other benefits
- Automatically available to full and part time staff AND their families/household members

**When requesting services for a dependent child, please call the EAP at 866-248-4096**



## Benefit Overview: Commonly Used EAP Benefits

Employee Assistance Program services are **NO COST** to employees/household members, including:

- **Three (3) free counseling visits**, per reason, per person, per year
  - With a LiveAndWorkWell EAP provider (virtually or in person) or a Talkspace provider (virtual, telephonic or text)
  - **Authorization/activation codes are required**, and can be obtained by calling the EAP or by an online request
    - Call 1-866-248-4096, 24/7/365 or visit [www.liveandworkwell.com](http://www.liveandworkwell.com) Access Code: USD231
- Unlimited access to **self directed programs** and apps (such as Uptime, Calm, and BrightPlan)
- **Legal counseling and mediation services** (30-minute consultation per reason, per member, per year)
- 60-minute **financial consultation** with a money coach per reason, per member, per year
- **ID theft support** – 60-minute consultation with a Fraud Resolution Specialist
- **WorkLife Services** – unlimited direct access to experts and referrals to pre-screened and qualified resources for the following services:
  - + Adult and Eldercare + Child and Parenting + Chronic Condition Support + Life Learning + Convenience Services
- Many more (and evolving) online resources and self-directed features at [www.liveandworkwell.com](http://www.liveandworkwell.com)

# 1<sup>st</sup> Time User Registration Steps for Online EAP Tools at [www.liveandworkwell.com](http://www.liveandworkwell.com)



**Important:** For assistance with EAP access or processes anytime – call Optum EAP at 1-866-248-4096 to reach a confidential, master’s level counselor to assist with EAP support, available 24/7

# Step 1: Enter Company Access Code and Go To Emotional Wellbeing Solutions

- Visit [www.liveandworkwell.com](http://www.liveandworkwell.com)
- Enter your company access code under 'Browse with an access code'
- Enter: **USD231**, then click Enter
- Select 'Emotional Wellbeing Solutions', click 'Go to Emotional Wellbeing Solutions'
- You will need to Register if this your first time using the site (see step 2 on the next page)

Optum Live and Work Well

Language Sign In Register

## Care and support for your emotional wellbeing

To view your benefits, sign in or register with HealthSafe ID

Sign in Register

**Browse with an access code >**

Need help now? For a mental health crisis, call or text 988 More options >

Sign in to Live and Work Well to get the support you need

## Step 2: Register and create a Username

**Tip: a password is not required!**

- Returning users may enter their previous Username.
- First time users will need to select Register, then enter your desired Username in the box.
- A password will not be required.
- After Entering your Username, check the Terms of Service box, and then the blue Register button

\*Note: the username will be stored in cookies. Should a member clear their cookies, they will need their username to reenter the site. Should a member forget their username, they may simply create a new one to enter the site.

Need help? You can always call the EAP phone number, **1-866-248-4096**, to speak to Optum, get help in the moment and ask for assistance in using the site and scheduling visits.

**Optum**

**Sign In**

This site is designed to protect your confidentiality. Members are encouraged to create and use an anonymous username to protect your privacy.

Anonymous username

Enter your anonymous username

Click register below to create an anonymous username. If you forgot an existing one, simply create a new one.

**Terms of Service**  
By using this application, you agree to our [terms of service](#) and [privacy policy](#)

**Sign In**

Or click here to create a new anonymous username [Register](#)

**Optum**

**Register**

Create an account with a username

Username

Create a username

Choose a unique username and avoid sharing personal information. Generate a random username using the button.

**Terms of Service**  
By using this application, you agree to our [terms of service](#) and [privacy policy](#)

**Register**

Already have an account? [Sign In](#)

What is a username? +

What if I forget my username? +

Can I recover my old username later? +

Is my information kept private? +

## Review all the available tools and supports.

Click on 'Benefits' in the top ribbon bar, or click the 'See all my benefits' button and explore further.

Home Health Journeys Articles **Benefits** FAQs

24/7 emotional support [Get help now](#)

# Personalized support for everyday life

Emotional Wellbeing Solutions offers confidential support for life's challenges, at no cost to you. Try our chat tool for guided help finding resources.

[Get guided help](#) [See all my benefits](#)



Not sure where to start? You can always call the EAP phone number for support: 1-866-248-4096 (available 24/7).

# Getting a Digital Authorization Code for 3 No-Cost Counseling Visits

- After selecting 'Benefits' or 'See all my benefits' click on the tile labeled 'Emotional Wellbeing Support Digital Authorization'
- Follow the prompts on the screen to let them know what kind of visits you are needing.
- Enter all of the needed demographic information and contact information.
- Upon completion, the EAP will email your authorization code to you. See next slide to see how to find an EAP provider to use the authorization for your no-cost counseling visits.

## Your benefits and programs

You have several ways to get support through Emotional Wellbeing Solutions. Check out all the services and resources available to you, from mindfulness tools and community resources to virtual coaching and no-cost counseling visits.

**FILTER BY KEYWORD**

Search for a benefit or program

**FILTER BY**

- All
- Coaching
- Self Care
- Therapy
- Other Benefits

**Adult and Elder Caregiver Services**

Get help finding services like short and long-term caregiving, transportation, housing, planning help, support groups and more.

**Behavioral Health Benefits through UnitedHealthcare**

To access your UnitedHealthcare behavioral benefits, please click here

**Calm Health**

Calm Health combines Calm's mindfulness support with digital programs written by psychologists.

**Childcare search**

Are you looking for childcare in your area? Tell us your needs and our team will search for you.

**Chronic Condition Services**

Find chronic condition support resources that are personalized to meet your needs

**Convenience Services**

We can connect you with helpful resources like plumbers, house cleaners, pet services and travel planning.

**Education Search**

Looking for resources like financial aid assistance, online learning or adult education classes? We can help.

**Emotional Wellbeing Support Digital Authorization**

Get your no-cost counseling visits!

**Emotional Wellbeing Support Specialist**

Get confidential, in-the-moment support from a trained specialist. They'll listen to your needs and connect you with resources to help.

Stuck or confused?  
You can always call the EAP  
phone number for support:  
1-866-248-4096  
(available 24/7)



# Searching for EAP Providers

- After selecting 'Benefits' or 'See all my benefits' click on the tile labeled 'Provider Finder'
- Follow the prompts on the screen to set your location
- Explore the provider search tools, and adjust your search filters to find care that best fits your needs
- Once you have chosen a provider, reach out to them to set up an appointment.
- Be sure you have obtained an EAP Authorization Code (see previous slide)
- **When making an appointment, be sure to tell your provider you have an EAP authorization and give the authorization document to your provider before receiving services**

Optum Live and Work Well

Home Care Learn Crisis support Search

Find care

## Let's find care

Search by name, procedure, or condition  
Search for your keyword here

Location  
Gardner, Kansas 66030 Search

Mental health professionals Treatment centers

### Mental health professionals

These mental health professionals provide therapy and treatment for a variety of needs. They include psychiatrists, psychologists, therapists, counselors and more.

Stress and anxiety View all (55) >

Questions?  
You can always call the EAP  
phone number for support:  
1-866-248-4096  
(available 24/7)

# Your EAP provides you and your household members with the following:



Guided care  
experience



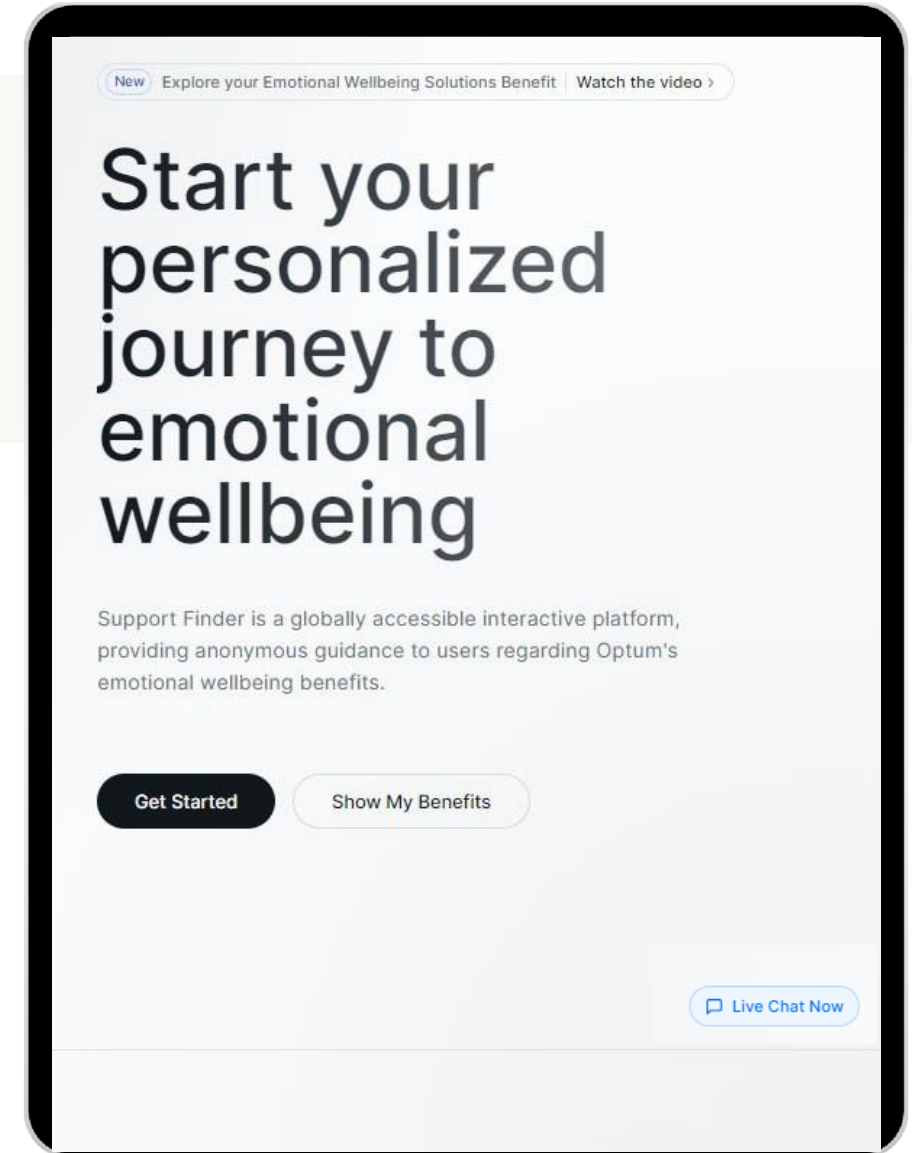
Personalized  
recommendations



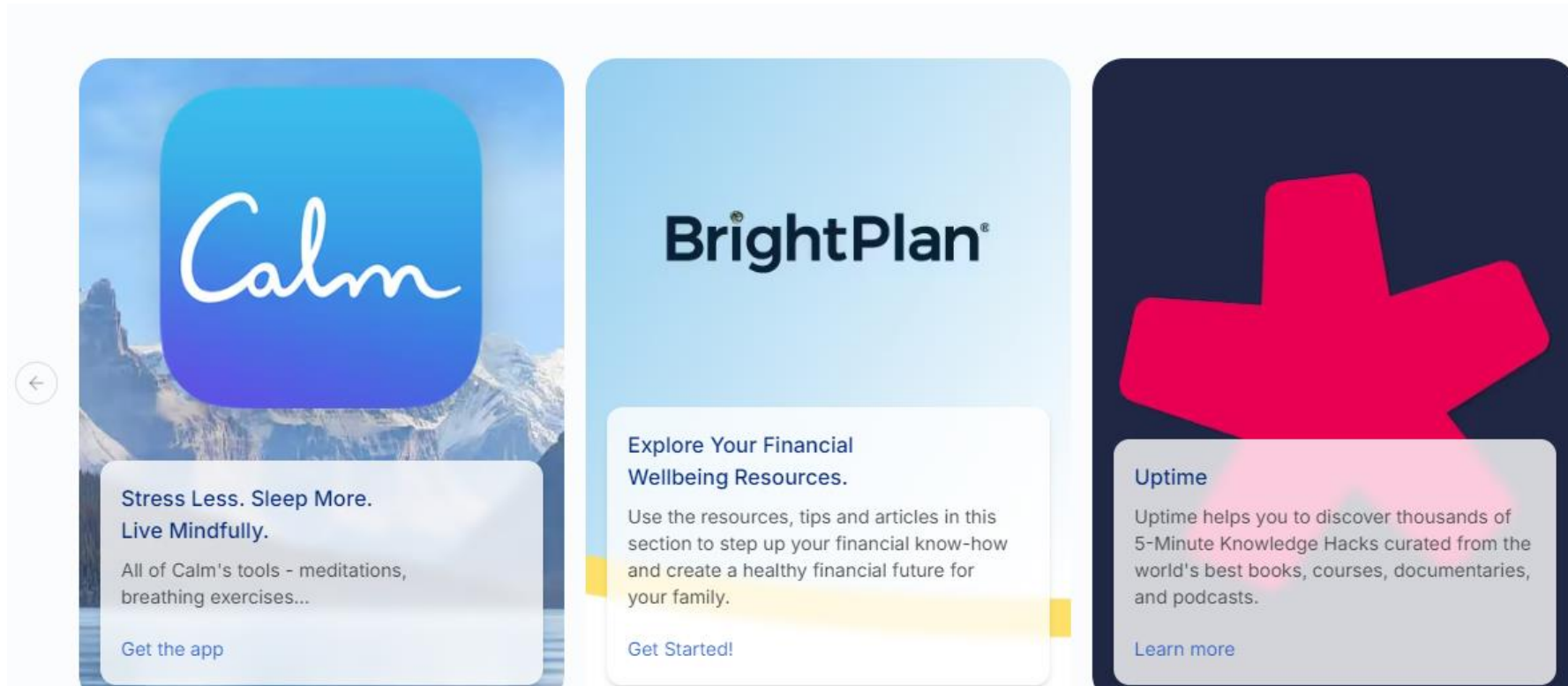
Self-care app and  
emotional support

## Support includes:

- Anonymous and streamlined digital experience
- Explore care feature delivers personalized guidance to resources and support
- Provider search and online scheduling
- Conversational chat engine with support recommendations
- Client-specific, real-time reporting dashboard
- Global experience available in 27 languages
- Live chat capabilities
- Detailed provider background
- Various levels of 3<sup>rd</sup> party integrations and inclusion in outcomes-based reporting



## Additional Resources: Access Calm, BrightPlan and Uptime from the EAP website: [www.liveandworkwell.com](http://www.liveandworkwell.com)



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