

What's included in your EAP and WorkLife Services

Your Optum Employee Assistance Program (EAP) can help connect you and your family to the right care when you need it.

Here's how:

24/7 access

Toll-free access to master's-level employee assistance specialists who provide consultation, risk screening, advocacy, referrals and educational materials.

Online EAP clinician visit certification

Members can request and receive EAP clinician visit certification immediately through the website for routine, outpatient care.

Face-to-face counseling

A network of clinicians — part of our larger network of 206,000 clinicians — provides goal-oriented counseling.

TalkSpace

A contracted provider which gives members the option to communicate with a licensed, master-level or higher EAP Provider via text, voice or video message.

Legal counseling and mediation services

Free 30-minute telephonic or in-person consultation with a state-specific attorney or qualified mediator, per separate legal issue, via a national network of more than 22,000 attorneys and 630 professional mediators. Ongoing services are provided at 25 percent below the firm's current rates after the initial consultation.

Expert financial coaching

Up to 60 minutes of free consultation (provided in 30-minute increments) with a credentialed financial specialist for each financial issue. Local community referrals to other financial guidance resources provided as needed.

Free Premium Access to the Sanvello App

Connect with coping tools, guided journeys, community support, a progress tracker and more to help dial down symptoms of stress, anxiety and depression.

Telemental health (Virtual Visits)

HIPAA-compliant technology delivers video EAP services in the privacy and comfort of the employee's location, providing convenience and accessibility. EAP-licensed telemental health providers are available in every state

Online EAP Platform

Our Web services are available in English and Spanish and contain self-help information, searchable resource databases/directories, video programs, personal empowerment programs, and thousands of articles on our website.



When life is throwing a lot at you, connect with someone who can help.

WorkLife Services:



Adult and elder-care support

- Adult day care programs
- Financial and legal issues
- Grief/Loss
- In-home/Nursing care options
- Retirement planning



Child and family support

- Adoption resources
- Childcare options
- Day/Summer camps
- Emergency/Sick-child care
- Parent/Family support groups



Chronic illness and condition support

- Affordable housing resources
- Assistive technology
- Care-giving services
- Meal and transportation resources
- Respite services



Convenience services

- Car and home repair and maintenance
- Pet services
- Shopping, dining and recreation recommendations
- Traveling needs (business and leisure)



Educational resources

- Adult education classes
- Career consulting
- Home schooling
- Individual educational plans
- School and college recommendations



EAP phone #:

LAWW demo access code:



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