

Medica® Optum® Emotional Wellbeing Solutions

Employee Assistance Program (EAP)



Empowering employees and improving performance

Our employee assistance program (EAP) is your 24/7 resource for employee and workplace challenges. Master's-level specialists assist employees and their families with various personal concerns. Additionally, our management consultants guide members through workplace difficulties, ensuring everything from job performance to regulatory compliance is expertly handled. All interactions with EAP specialists are confidential, respecting privacy as permitted by law.

Your employees get:

- Five counseling sessions per issue per year covered at 100%
- Digital resources to help with everyday work and life challenges by visiting [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com) and using the access code "Medica"
- Legal and mediation services, including a 30-minute legal consultation at no cost and a 25% discount if they hire an attorney
- Community resources
- Financial advisor support
- Parenting, child care, and eldercare services
- Support with starting a new job, returning to work, or retirement

Your human resources leaders, managers, and supervisors receive:

- Unlimited access to management consultants who specialize in work performance, navigating difficult situations, and coaching employees
- Guidance in referring employees to their EAP for issues with safety regulations or as part of performance remediation plans
- Employee training to support goals for employee health, well-being, and engagement
- Critical incident response service (CIRS) for fast, useful, and sensitive responses to employee deaths, reductions in staff, closings, natural disasters, and other crises
- 150 onsite hours for employee training and CIRS combined

The EAP helps make your organization stronger, more engaged, and more productive. Among members and employers, the EAP shows:

- 81% of issues are resolved without the use of behavioral health benefits, which reduces costs
- 96% manager satisfaction with management consultations for workplace issues
- 94% satisfaction with critical incident response
- 29% reduction in days absent from work
- 40% fewer days affected by presenteeism (showing up for work even if you're sick, injured, etc.)

Note: based on 2022 national Optum data



Have questions? We're here to help.

Request employee training at [Medica.com/EAPTraining](https://www.Medica.com/EAPTraining).

For management consultation, critical incident response services, and other employee concerns, call the EAP 24/7 at **1 (800) 626-7944** (TTY: **711**).