



Gardner Edgerton USD 231

Optum Employee Assistance Program (EAP) and WorkLife Services

The following outlines the **Optum Employee Assistance Program (EAP) and WorkLife Services** benefits available to **Gardner Edgerton USD231** employees. These services are available to **ALL employees, dependent children, students, spouse/domestic partners, and household members**, regardless of their participation in other coverages such as medical, dental, etc. EAP requires an authorization/activation code prior to receiving services. Authorization/activation codes can be obtained by calling EAP or by an online request on liveandworkwell.com.

Call **1-866-248-4096, 24/7/365**

or

visit www.liveandworkwell.com Access Code: **USD231**

- **THREE (3)** counseling visits, per reason, per member, per year with a **LiveAndWorkWell EAP provider** (virtually or in person) or with a **Talkspace** provider (virtual, telephonic or text)
- **Unlimited** access to **SelfCare by AbleTo** (self-help app)
- **Legal** counseling and **mediation services** – **30-minute** telephonic or in person 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

UHC Embedded Employee Assistance Program (EAP)

Employees and dependents enrolled in the UHC medical plan have access to three (3) additional EAP visits embedded in the health insurance program. To access additional sessions **for a previously consulted concern**, members will need to obtain a **separate** authorization by **calling** the **EAP number at 866-248-4096**. Authorization/activation for the additional 3 visits cannot be obtained on liveandworkwell.com. Please note, this is not a standard offering and as such, a benefit note has been loaded in our system alerting the EAP agents and to assist in navigating the process.

Remember authorizations are issued per concern, per member, per year and any new concerns will require members to call for authorization to access your visits.

See Pages 2-5 for Step by Step Guides to access your Optum EAP and WorkLife Benefits

- *Browse Optum EAP site as Guest (Page 2)*
- *Register and request EAP authorization code **online** (Pages 2-3)*
- *Call Optum to obtain EAP authorization code **via phone** (Page 4)*
- *Access Talkspace (Pages 4-5)*
- *Access SelfCare by AbleTo (Page 5)*

Logging into Optum's Live and Work Well (LAWW) EAP site to browse as a guest

Step 1	Go to www.liveandworkwell.com
Step 2	Click " Browse as a guest with a company code " located underneath " Register to Sign In "
Step 3	Enter guest access code USD231 and click " Enter " (if you ever find that you do not know the access code, click on " Forgot your access code " and select Gardner Edgerton USD231 from the drop-down list)
	<i>Please note that you can browse as a guest to view your benefits, search for providers, access Talkspace and SelfCare by AbleTo, or explore all the articles, videos, and self-help tools that are available on a wide variety of topics. If you wish to obtain an authorization code, get help with finding the appropriate type of care, or schedule virtual visits online, you will need to register with a Healthsafe ID.</i>

Register on the LAWW site & request an authorization code online for EAP sessions

Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

Registering on the Live and Work Well (LAWW) site	
Step 1	To obtain an authorization code online via the Live and Work Well site, you first must register on the site. Go to www.liveandworkwell.com , then click on " Register. "
Step 2	Create an Optum HealthSafeID by entering your information into the requested fields. It will ask " Do you want to register with your Member ID or Social Security Number? " If you are not enrolled in the UHC medical plan, choose Social Security Number from the drop-down menu. At this point, you may leave the field blank OR enter the last six digits of your SSN and hit " Continue. " If you are enrolled in the UHC medical plan, you may enter the member id number listed in your medical id card.
Step 3	Create a username and password, enter your email address, and select how you would like to have your identity verified should you have trouble signing in. Then click " Create my ID. "
Step 4	You will be asked to select a method to confirm your information (email, call, or text). Then enter the confirmation code you receive and click " Submit. "
Step 5	As the last step, you will be asked who your benefits are provided through. Select Gardner Edgerton USD231 from the drop-down box and then hit " Continue. "
	<i>NOTE: Please contact technical support at 1-866-894-5795 if you receive an error message or need technical assistance during this process. They can assist with browser issues or issues related to a previously created Health Safe ID through another Optum vendor or employer coverage.</i>

Requesting an authorization code online	
Step 1	From the home page of liveandworkwell.com , click on "Find Care" on the top menu bar, then click on "Provider." This will take you to the Provider Search screen, where you can search for providers in your area by updating your zip code.
Step 2	Enter your zip code and then, enter Employee Assistance Program or EAP in the search field. Select the employee assistance option below and click the "Search" button.
Step 3	At the top right corner of the screen, you will see a box with "Sign in to access your no-cost counseling visits." Click on "Sign in to Start" and enter your HealthSafeID credentials.
Step 4	You will be taken to a screen titled "Get no-cost visits with a code." Read the information and then scroll to the bottom of the screen and click "Next."
Step 5	You will be asked if a series of conditions apply to you. If none apply, choose "None of the Above" and then select from the drop down what your most pressing concern is. Click "Next."
Step 6	You will be asked to verify your relationship to the policy holder (the employee) and provide your name, address, email address, and date of birth. If you are not the primary policy holder, you will be asked to provide the primary policy holder's information on the next screen. Then click "Next" and you will be provided with your Authorization Code. Your authorization code will also be securely emailed to you.
Step 7	From here, you can click on "Provider Directory" to get back to the provider directory to search for a provider. NOTE your newly issued Authorization Code will appear on the left side of the screen on the provider directory page. Please give this code to your provider on your first visit, to ensure the claims are properly submitted through the EAP.
	NOTE: Now that you have registered on the site, you can choose "Sign In" the next time you go on liveandworkwell.com. Your authorization code will automatically populate when you go into the Provider Search screen.

Steps to call Optum EAP to get an authorization number and find a provider

Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

Step 1	Call 1-866-248-4096 and identify yourself as a Gardner Edgerton USD231 employee, dependent or, household member of a Gardner Edgerton employee. <i><u>Please be sure to reference the company name as listed in this section when calling. Understand our system may be sensitive to spelling, spacing, etc. and as such, please do not allow the representative to turn you away if they are not able to find the company. Optum representatives can search by other company names and aliases listed in the system that will provide them with access to your EAP benefit information. Please ask the representative to search by "Alias Name" if you are told they cannot find your company by name.</u></i>
Step 2	Request an authorization code for EAP visits. The representative will provide you with the authorization code over the phone and will also securely email it to you.
Step 3	Request assistance in finding a provider. If you would like your EAP specialist to assist in searching for a provider, please let the representative know your preferences. Some filter options are: Accepting New Patients, Platinum Rating, Virtual visit (Online Therapy), Gender, Scheduling, Treatment options, Language, Ethnicity, and more. By using these filters, you can find the perfect provider who matches exactly what you need. The EAP specialist will provide you with the provider's contact information. Now you are all set to contact the provider and schedule an appointment. Please be sure to provide your authorization code to the provider to ensure the claims are appropriately submitted to the EAP where you will not be charged any coinsurance or deductible.

Steps to access Talkspace

Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

Step 1	To get started, call your Employee Assistance Program at 1-866-248-4096 or go to www.LiveandWorkWell.com to <u>obtain an authorization code</u> prior to registering. Refer to the directions on this document on how to obtain an authorization code.
Step 2	Once you have your authorization code, scroll down on the Live and Work Well home screen to where it says, " More Benefits " and then click on " Get Started " on the tile that says, " Get 24/7 Access to a Therapist ".
Step 3	Click on " Get Started " in the box that says " Use my Employee Assistance Program (EAP) ".

Step 4	Enter your information and put your authorization code in the box that says, “Authorization Code.” Hit “Continue.”
Step 5	From here, you will be guided through a provider matching tool to select the most appropriate provider for your needs. Once you have selected a provider, you may start corresponding with that provider right away!

Steps to access SelfCare by AbleTo

Step 1	To get started from the LAWW site Home page at www.liveandworkwell.com and use the access code “USD231”. Scroll down to the Mental Health section “Feel better at your Own Pace” tile and click on “Explore Self Care.”
Step 2	Click on “Try Self-Care.” You will be asked to answer a few questions about yourself and how you are feeling. Then, you will be asked to provide your Name and Date of Birth and agree to Terms of Use and Privacy Guidelines.
Step 3	To create the account, please enter your email address and password.
Step 4	At this point, you may continue to the browser version of AbleTo or download the app from the Apple Store or Google Play store. Search for AbleTo and sign in with the credentials you created. The app will create a personalized experience based on your needs.

OPTUM EAP TUTORIAL VIDEOS

Activate your benefit:

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6329844559112

LAWW EAP Provider search:

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6323733434112

Making the most of your benefits (EAP + BH) **UHC enrolled members**

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6286779132001

Making the most of your EAP

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6286779283001

Finding a therapist

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6286791717001

What to expect with therapy

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6286791719001

Your journey through therapy (EAP)

https://players.brightcove.net/1475651770001/04Dx9R6BK_default/index.html?videoId=6286794214001