Program overview for Unite Here Health

Employee Assistance Program
Empowering you and your family

The Employee Assistance Program (EAP) helps you:

- Overcome challenges
- Reach your goals
- Live your best life

Confidential support is available:

- Free
- Phone, online, face-to-face
- 24/7 by phone, online

CONTACT YOUR EAP

Call us anytime: 1-866-248-4094
Visit: liveandworkwell.com
Access code: UHH
EAP services

Manage life’s changes with the EAP:

- Stress and anxiety
- Relationships with spouse, family, etc.
- Sadness, depression, grief and loss
- Parenting challenges
- Alcohol and drug misuse
- Depression, hopelessness
- Financial and legal consultation
- Workplace stress, work-life balance
Rest assured: It’s confidential

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
Consultation

During your consultation, you can:

• Receive expert guidance
• Learn about other employee benefits
• Discover online tools and resources (liveandworkwell.com)

Our highly trained specialists can help immediately:

• No appointment needed
• Available 24/7 by phone
Counseling

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 to find one.
Financial services

Access to credentialed financial professionals

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

• One telephone consultation (30–60 minutes in length) per issue per year
Legal services

Access to licensed, state-specific attorneys

- 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

- 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

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

Access to professional mediators

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

- 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
What to expect when you call

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.

• 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.
liveandworkwell.com

- 5,000+ articles, discussion boards, videos, podcasts, webinars and newsletters
- Databases on:
  - Childcare
  - Eldercare
  - Schools and colleges
  - Health, alternative medicine, drug interactions
- Clinician network
- Legal and financial information
  - Budgeting tools, retirement planner, financial calculators, will kits, library of legal documents
- Self-assessments
- Customizable plans for reducing stress, quitting smoking and reaching other goals
An EAP consultant helps Robert manage his stress

**CHALLENGE**
- Robert is stressed about work and relationship issues
- His symptoms include fatigue, anxiousness and sleep troubles
- His confidence and enthusiasm is diminishing

**SOLUTION**
- Visits liveandworkwell.com
- Calls toll-free number to discuss concerns
- Amy, EAP specialist, helps identify issues
- Together they build an action plan

**RESULTS**
- Practices online mindfulness, resilience and sleep techniques
- Amy finds resources and shares authorization process
- Robert contacts a counselor
- Amy explains company benefits
- Amy gets permission to contact him later
The EAP helps Monroe address a marriage concern

**CHALLENGE**
- Monroe finds unsettling texts from a man on his wife’s phone
- Over time, he becomes more desperate and concerned
- He remembers he has the EAP at work and they offer legal consultation
- Contemplating divorce, he calls the EAP while on his drive home

**SOLUTION**
- Fiona, EAP specialist, begins a dialogue with Monroe
- Discussing his concerns, Fiona thinks Monroe is rushing to judgment
- Fiona provides tips on how to discuss the issue with his wife
- Encouraged with the action plan, Monroe learns he can call the EAP back for more support

**RESULTS**
- After a 45-minute call, Monroe is feeling better
- Fiona hears the relief in his voice
The EAP helps Jan overcome numerous setbacks

**CHALLENGE**
- Jan’s mother has died, her father is ill and work is in transition
- She’s anxious, crying, feeling isolated and having sleep issues
- She’s turned to smoking and drinking to cope with the stress

**SOLUTION**
- Jan contacts the EAP to help her through this stressful time
- Laura, EAP specialist, provides resources to help Jan with grief and stress
- Laura also helps Jan get authorization to seek counseling

**RESULTS**
- Jan contacted the EAP three times before seeing a professional counselor
- Jan praises the EAP and Laura in helping her get the help she needed
The EAP helps Jack get help for his drinking

**CHALLENGE**
- Jack is drinking multiple alcoholic beverages 4–5 times a week
- He’s been publicly intoxicated and has received two DUIs
- He doesn’t think he has a problem, but his wife does and is threatening to leave him

**SOLUTION**
- Jack calls EAP for advice and help
- Kathy, EAP specialist, determines Jack’s needs through pointed questioning
- They discuss Jack’s treatment history, emotional and physical health
- Jack expresses concerns about his smoking and heart health

**RESULTS**
- Jack sees a counselor for his drinking problem
- Kathy provides info on a local Alcoholics Anonymous chapter and liveandworkwell.com resources
- Jack agrees to see his doctor and is provided information on legal benefits for his recent DUI charge
How to access the EAP

Available 24 hours a day, seven days a week

CALL TOLL-FREE
1-866-248-4094

ONLINE
liveandworkwell.com

ACCESS CODE
UHH
Simple and easy!

- Download the “myLiveandworkwell” from your app store
- Click to call, find a provider, learn about the EAP
- Entire family enjoys instant access to help!