



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:



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](https://www.liveandworkwell.com) to find one.

Financial services

Access to credentialed financial professionals



- One telephone consultation (30–60 minutes in length) per issue per year

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

Legal services

Access to licensed, state-specific attorneys



- 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

- 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

*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



- 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

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

What to expect when you call

Employee Assistance Program

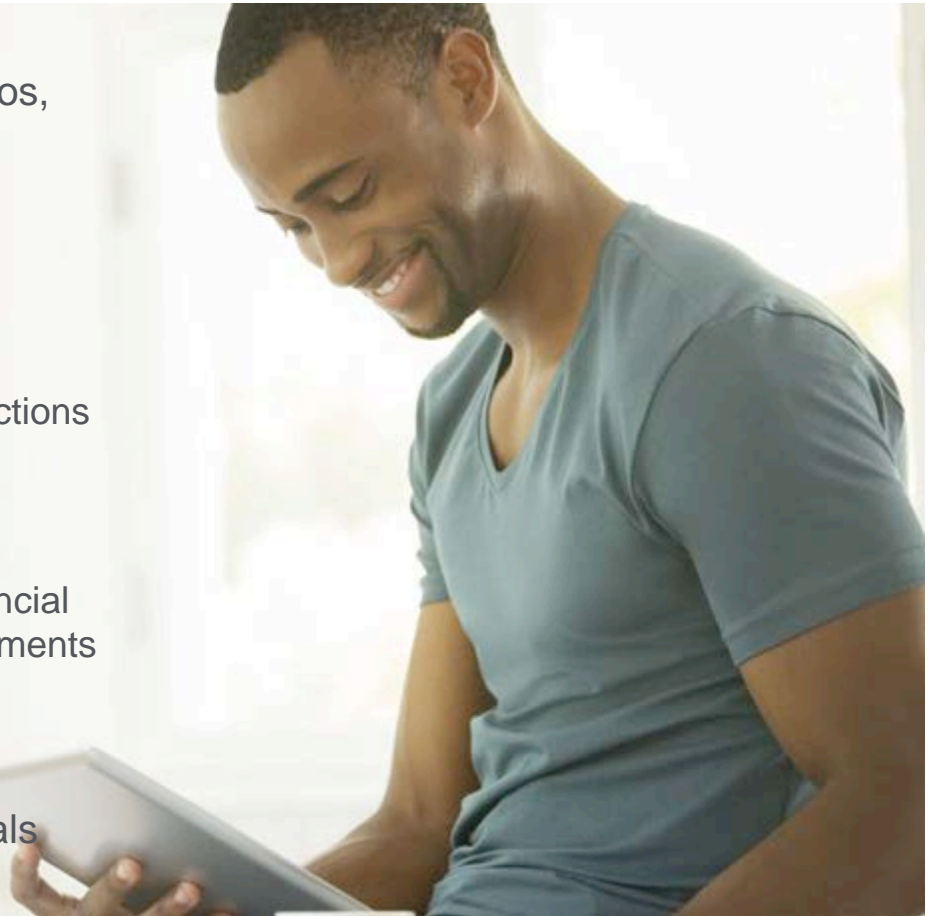


- Take as much time as you need.
- Someone is available to talk anytime, day or night.
- Your conversation is confidential.
- There is no charge.
- You can call back anytime.

- 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.

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

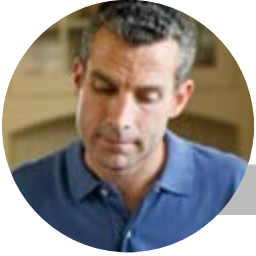
SOLUTION

- 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



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liveandworkwell.com

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



CALL TOLL-FREE

1-866-248-4094



ONLINE

liveandworkwell.com

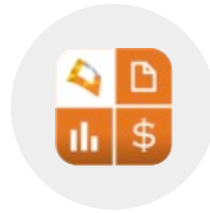


ACCESS CODE

UHH

Available 24 hours a day, seven days a week

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!