



Employee Assistance Program (EAP) with WorkLife Services

Investing in a business's most valuable asset — its people

Employees today face an increasingly demanding environment where work-life balance is shifting to work-life integration. They want to trust that their employers are invested in their overall well-being and success. The Optum Employee Assistance Program can help demonstrate this investment by delivering a modern approach to managing stress, building resiliency and supporting overall employee well-being.

Optum® EAP and WorkLife Services help employees and their families tackle whatever life sends their way

With more than 40 years of experience providing EAP services, Optum offers consistent, sustainable support and performance to meet the needs of a diverse, tech-savvy, global workforce. The Optum EAP delivers a multi-faceted program that engages individuals on their own terms with the support and guidance they need to remove obstacles and accomplish what's most important to them. Employees and their families have 24/7 access to master's-level specialists who are extensively trained to conduct a thorough assessment of their needs, provide solution-based consultations and make connections to the right resources for their unique situation.

Referrals to in-person counseling or telephonic counseling are available via our comprehensive network of more than 165,000 providers who are dedicated to offering short-term counseling to help improve quality of life for issues ranging from relationship conflicts, feelings of anxiety and depression, and guidance on substance abuse and recovery.



EAP + WorkLife results

92% would use our EAP services again

86% feel less stress or worry

22% decrease in days absent

2019 Optum EAP satisfaction and outcome survey



Easy access to the right services, right away

WorkLife Services provides 24/7 access to concierge-like master's-level work-life specialists who can help remove stress from employees when time is limited. Unlimited consultation, education, advocacy and referrals are available for topics such as childcare, eldercare, chronic condition support, convenience services and life learning resources.



Support for human resource professionals, managers and supervisors

The Employee Assistance program functions as a strategic partner by working collaboratively and continuously with HR and other business stakeholders to promote a happier, healthier workforce by promoting services in a culturally relevant, destigmatized way. Management consultations, training services and critical incident response services (CIRS) support organizational performance by strengthening leadership skills, building employee resiliency, and providing crisis prevention and intervention.



April McCabe

Questions :
april.mccabe@fsebt.org
850-661-0250



The next era of EAP engagement

We continue to evolve our EAP solution to respond to advancements of new technology as well as shifting workforce needs and expectations. Our enhanced digital experience helps drive greater engagement, combining both traditional and innovative EAP resources to better support employee emotional health and the crucial role it plays in overall well-being. We are opening new paths to consistent engagement by showing that EAP is more than a place to turn during times of crisis or upheaval. It is a gateway to a broad range of assistance to address life's daily stressors — the things that keep employees up at night and escalate if left unchecked.

The EAP program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The EAP program is not a substitute for a doctor's or professional's care. The EAP program and its components may not be available in all locations and coverage exclusions and limitations may apply.



11000 Optum Circle, Eden Prairie, MN 55344

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