

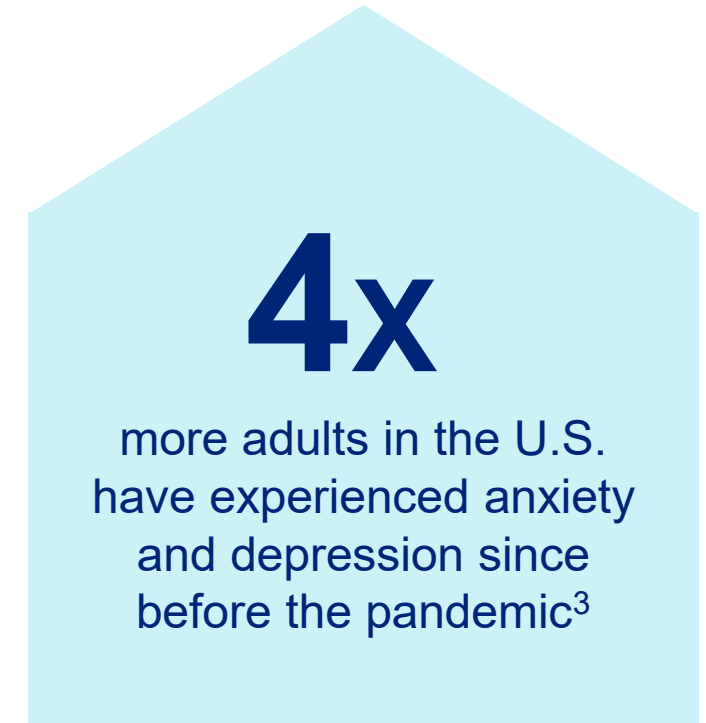


Employee Assistance Program (EAP)

24/7 access to emotional and mental health support

United
Healthcare

Employees are juggling more than ever



¹ TechRepublic. COVID-19 Has Exacerbated a 75% Job Burnout Rate, Study Says. techrepublic.com/article/covid-19-has-exacerbated-a-75-job-burnout-rate-study-says. Accessed April 19, 2022.

² World Health Organization. Mental Health and Substance Use. who.int/teams/mental-health-and-substance-use/promotion-prevention/mental-health-in-the-workplace. Accessed April 19, 2022.

³ The Commonwealth Fund. The Long-Term Impact of COVID-19 on Mental Health. commonwealthfund.org/blog/2020/long-term-impact-covid-19-mental-health. Accessed April 19, 2022.



The EAP helps employees tackle challenges confidentially

Consultations and counseling

- Designed to help employees address stress, anxiety, depression, grief or loss, as well as family, relationship and workplace concerns
- Unlimited, 24/7 access to an EAP specialist who can help in the moment
- Access to more than 200,000 network clinicians nationwide for in-person or virtual support

Legal assistance and financial coaching

- Brief consultations at no initial cost for employees
- Discounted fees for attorneys retained through the EAP



Helping remove barriers to care

The EAP is built to help employees focus on their goals by empowering them with appropriate resources:



Strong focus on employees with additional support for management



Access to emotional and mental health support from over 200,000 network clinicians nationwide



Unlimited, 24/7 access to an EAP specialist who can help in the moment



Relevant community and social resources



Strengthening your management teams

We help managers and HR administrators address employee and workplace challenges by offering:



Unlimited phone consultations with clinically licensed management consultants



Assistance with management referrals to the EAP



Coordination of compliance with organization policies



Top client issues in 2021¹

- Anxiety
- Depression
- Marriage and relationship challenges
- Work/life balance

¹ UnitedHealthcare book-of-business results, 2021.



A look at the member experience

Betty feels increasing stress over her responsibilities and relationships both at home and at work. On the advice of a coworker, she decides to explore her EAP benefit to help find relief.

**1**

- Betty calls the EAP directly at **1-888-887-4114**

2

- The specialist talks with Betty about her concerns
- Betty is stressed about her new job and feeling anxious
- The specialist explains Betty's EAP benefits

3

- Betty and the specialist develop an initial action plan and agree on a referral to a local counselor
- Betty is provided with options based on her personal preferences

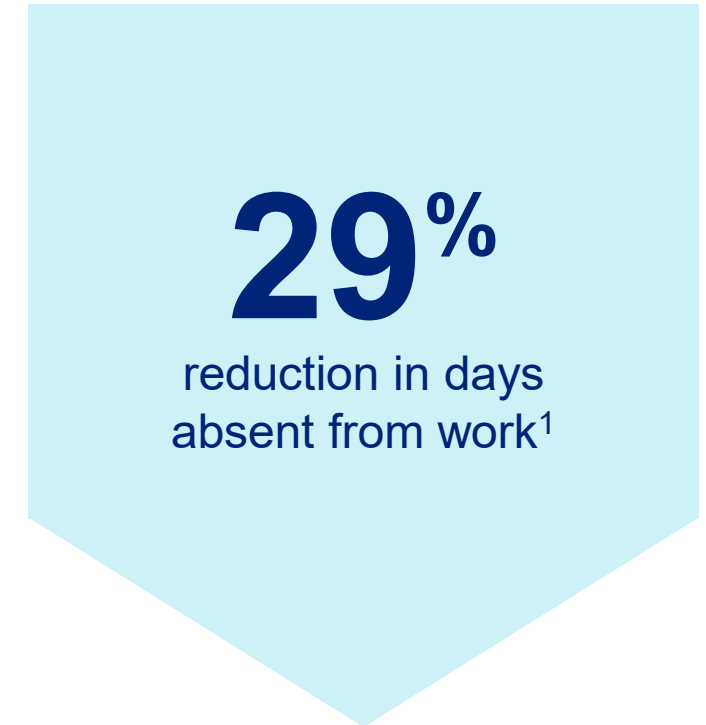
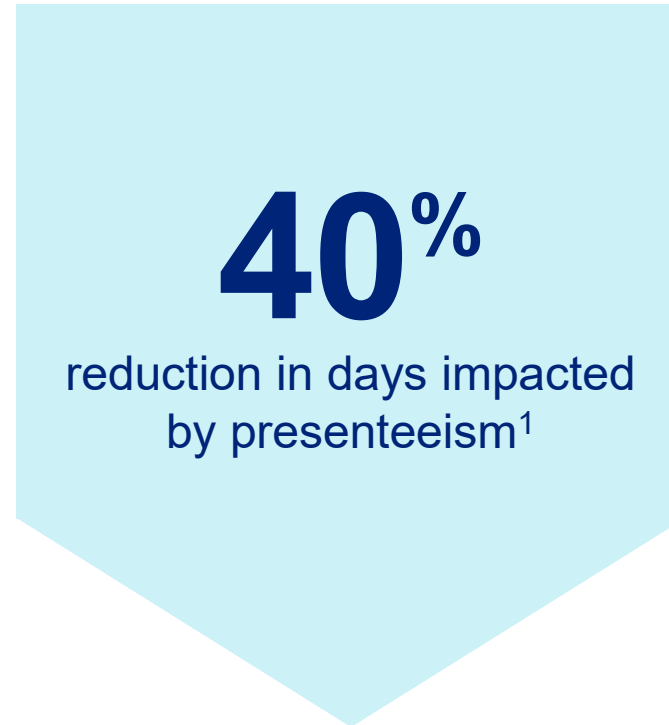
4

- After a few months, Betty is feeling more optimistic about handling things at home and at work
- She shares her experience in the follow-up and satisfaction survey offered to all participants

For illustration purposes only. Each employee, depending upon their symptoms, health status, etc., may have a different consumer experience.



Assisting with better outcomes



¹ Optum U.S. EAP monthly/quarterly performance review, 2021.





Appendix

In-the-moment emotional support for employees

The EAP specialist gives employees access to emotional support right away — with trained emotional health specialists who help provide personalized recommendations for ongoing care.

- ✓ 24/7 telephonic support from a team of master's-level emotional health specialists
- ✓ Tailored care recommendations based on the employee's needs
- ✓ Unlimited telephonic support with no appointments or copays needed



Emotional health specialists can connect employees to programs they may be eligible for such as coaching, in-person or virtual therapy, and digital self-help tools



Digital capabilities at myuhc.com



Therapy, counseling & coaching

Use these benefits and services when you want to connect with a professional like a coach, therapist or somebody you can talk to. You can learn about different types of care, get ideas for next steps or jump right in.

Talk to someone now

The Suicide Prevention Helpline is 1-800-273-8255. Talk to someone now.

[Call 1-800-273-8255 to talk now >](#)

Thinking about therapy?

Learn about the different types of therapists, what you can expect from therapy, and how you can get started.

[Explore therapy >](#)



Access your no-cost counseling visits

An authorization code works like a coupon code and is necessary to access your no-cost counseling visits. Call the EAP helpline 24/7 to get a code or [learn more about getting started.](#)

[Call EAP at 1-888-887-4114 >](#)

Employee assistance program (EAP) >

EAP provides coverage for a number of no-cost counseling sessions per issue, per year at no additional cost to you. Services are completely confidential and will not be shared with your employer.

You pay
\$0
For EAP visits

Virtual behavioral coaching >

Virtual behavioral coaching provides personalized 8-week virtual therapy programs to help you feel better and live better right from the convenience and privacy of your home.

You pay
\$0
For virtual behavioral coaching

Therapy and counseling >

Visit a psychologist or master's level clinician in-office or online for treatment through behavioral intervention.

You pay
20% coinsurance
After deductible is met when you visit a network provider

50% coinsurance
When you visit an out-of-network provider

Psychiatry >

Visit a psychiatrist in-office or online for treatment through medication.

You pay
20% coinsurance
After deductible is met when you visit a network provider

50% coinsurance
When you visit an out-of-network provider

Inpatient services & overnight stays >

Visit treatment centers, hospitals, and other types of facilities.

You pay
20% coinsurance
After deductible is met when you visit a network provider

No coverage
for out-of-network providers



LINK LINK LINK LINK

Search

MyUH Account

Navigation Section

Home > Coverage and benefits > Mental health > Employee assistance program (EAP)

Employee assistance program (EAP)



Get started with EAP

To help with whatever you're going through, EAP provides coverage for 24/7 no-cost counseling sessions per issue, per year. Services are completely confidential and will not be shared with your employer.

[Call EAP at 1-888-887-4114 >](#)



Visit an EAP provider in-office or online

Many in-network mental health providers accept EAP benefits. Call a consultant to get a connection or search the directory for an EAP-affiliated provider.

[Find an EAP mental health provider >](#)

When life gets challenging, you've got caring, confidential help

On this page

- About EAP
- How it works

About EAP

Emotional support and mental health services

Your emotional health is how you feel about work, relationships, health and more. Through your EAP benefits, you and your household are eligible for confidential support with any issue you may face, big or small. Call and speak with an experienced EAP consultant who will listen to your situation and help you take action to:

- Manage stress
- Find support for anxiety, depression, or substance use
- Improve relationships at home or work
- Find childcare or elder care resources
- Manage chronic conditions

[Call EAP at 1-888-887-4114 >](#)

Your Employee Assistance Program (EAP) offers valuable, emotional support resources for you and your household.

- 24/7 no-cost counseling sessions per issue, per year, with a clinician through the EAP provider network
- 24/7 on-demand care from an EAP consultant
- Employee self-care options like apps or other digital tools
- Onsite, in-office EAP consultants

[See services not covered >](#)

Financial and legal services

EAP also offers financial and legal consultation services. You and your household are eligible for a no-cost consultation with an attorney, two calls with a Money Coach and access to a library of videos, calculators, and forms.

To learn more about these services, speak with an EAP consultant or explore the online resources provided by our partners at Quip.

[Call EAP at 1-888-887-4114 >](#)

[Explore financial and legal services >](#)

Your coverage

New hire	EAP benefits are available to you and your household at no cost as part of your plan's mental health benefits.
----------	--

[Go to top >](#)

How it works

Access your [?] no-cost counseling visits

You will need to use an authorization code to access your EAP benefits. Authorization codes work like coupon codes.

- Get your code**

An EAP consultant will ask you a few questions and provide you with a code. A consultant can also speak with you about an existing code.

[Call EAP at 1-888-887-4114 >](#)
- Find a provider**

Use the provider directory to search for all the providers that accept EAP benefits. Search filters make it easy to customize your results. An EAP consultant can also help you find a provider.

[Search the provider directory >](#)
- Give your code to your provider**

Be sure to give the code to your provider at the time you schedule an in-person visit. Or use the code in the authorization field when you schedule a virtual visit.

Therapy — from anywhere, at any time with Talkspace

You can also use your EAP authorization code to register for Talkspace. Talkspace helps you engage with a licensed, dedicated therapist without the wait time. You can send private messages through text, voice or video or schedule live video sessions.

[Use EAP to register for Talkspace >](#)

[Learn more about Talkspace >](#)

[Call EAP at 1-888-887-4114](#)

© 2023 United HealthCare Services, Inc. All Rights Reserved.

10