

**Optum**

# Introducing Emotional Wellbeing Solutions

**January 1, 2024**

Update to the Employee Assistance Program



# Introducing Emotional Wellbeing Solutions

We recognize the important role employee wellbeing plays in your organization's overall health; from employee satisfaction, productivity and recruitment, to the impact on your bottom line.

Emotional Wellbeing Solutions, a modern and flexible employee assistance program, provides your employees and their household members with **support for everyday life**.



Stress and burnout



Parenting and caregiving



Relationships



Substance and alcohol use



Financial concerns



Care guidance and navigation



Legal issues

# Improving the employee experience and engagement in benefits

- In order to better represent the **full range of services and support** available to your employees, and to improve the employee experience and engagement in their benefits, we're changing our name to **Emotional Wellbeing Solutions**.
- Your employees will continue to receive the same great benefits they have through their Optum Employee Assistance Program today.
- Your employees will be introduced to Emotional Wellbeing Solutions **on 1/1/24** via updates to our digital portal and call center greeting. We've also created a suite of member engagement materials to help you communicate this change to your organization.
- Employees will continue to see references to the employee assistance program (EAP) alongside Emotional Wellbeing Solutions to reduce confusion and ensure a smooth transition.



## Telephonic support

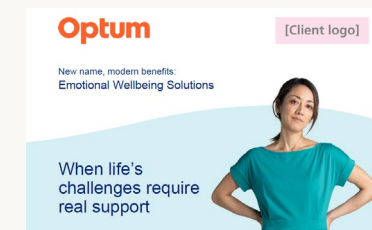
*Greeting: Thank you for calling Optum Emotional Wellbeing Solutions, also known as Employee Assistance Program.*



## Digital experience



## Member engagement materials



# Call center improvements

We're updating our greeting and the order of options so members can get faster support for their most frequent needs



**“ Thank you for calling Optum Emotional Wellbeing Solutions, also known as Employee Assistance Program.**

***To activate your counseling sessions or to find a provider, press or say 1.***

***For in-the-moment support with a clinician, press or say 2.***

***For legal or financial services, press or say 3.***

***For claims questions, press or say 4.***

***To repeat these options, press or say 5.***

***For all other concerns, stay on the line.***


\*Timing may be different for clients with dedicated lines or other configurations



Name change launching 1/1/24

# Digital improvements

We're making it easier for employees to find the support and tools they need




## Your benefits and services

If you're looking for support, you've got options. Your benefits cover a lot of services, resources and tools. Check out what's available.

### Your benefits at a glance


- Talk to a specialist about your benefits  
1-855-583-3169
- Get your 8 no-cost counseling visits  
[Activate benefit >](#)
- Program highlights
  - [About Emotional Wellbeing Solutions >](#)
  - [Work/Life benefits >](#)
  - [Financial and legal services >](#)



### Don't know where to start? We can help.

Answer a few questions and get care recommendations based on your benefits


[Get recommendations](#)



Your employee assistance program (EAP) is now Emotional Wellbeing Solutions. [Get the details.](#)

**Optum** Live and Work Well

Home Get care **Benefits** Claims Learning Crisis support



## Emotional Wellbeing Solutions, a flexible employee assistance program

Get support for everyday life

- Talk to an Emotional Wellbeing Specialist by phone any time. They'll listen to your needs and can connect you to resources to help.
- Get no-cost counseling visits with an in-network therapist or psychologist.
- Take advantage of financial and legal support and get help with community resources.
- These confidential services are available to all members of your household and are provided by your employer at no cost.

[Learn more about Emotional Wellbeing Solutions >](#)

\*For illustrative purposes; design not final

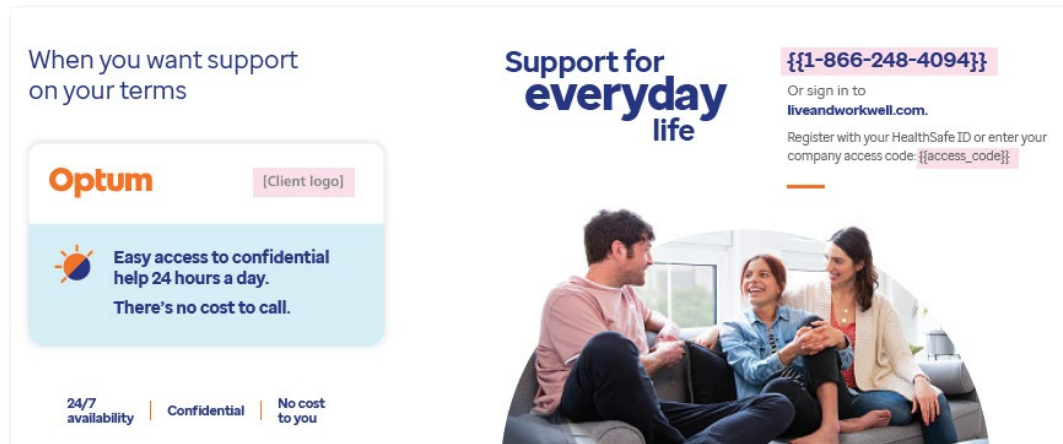
# New employee engagement materials

Updated materials help communicate our new name and engage members in their benefits

## Language to support Open Enrollment and employee engagement

- Emotional Wellbeing Solutions is more than your traditional employee assistance program (EAP).
- Optum Emotional Wellbeing Solutions is a modern and flexible employee assistance program (EAP) that offers support for everyday life.
- Emotional Wellbeing Solutions, a next generation employee assistance program (EAP).

## Wallet card



Partial snapshot

## Email template



Partial snapshot

# FAQ

# FAQ

## **Q: How is the Employee Assistance Program changing?**

A: It is being renamed as Emotional Wellbeing Solutions, and new product innovations will be made available for clients.

## **Q: Why is the name changing?**

A: To better represent the full range of support and services available to employees, and to improve their engagement in those benefits.

## **Q: Are my benefits and services changing?**

A: No, your organization will continue to receive the same benefits.

## **Q: When is the name changing?**

A: On 1/1/24 employees will see the new name on our digital platforms (e.g. liveandworkwell.com) and hear it in our call center greeting. Client reporting and account management communications may reflect the new name prior to this date.

## **Q: Will employees have access to the same network of providers?**

A: Yes.

## **Q: How will employees know Emotional Wellbeing Solutions is their employee assistance program?**

A: Employees will continue to see and hear the term “employee assistance program” alongside Emotional Wellbeing Solutions to reduce confusion and create a seamless transition.

## **Q: What will employees hear when they call for support?**

A: “Thank you for calling Optum Emotional Wellbeing Solutions, also known as Employee Assistance Program. To activate your counseling sessions or to find a provider, press or say 1. For in-the-moment support with a clinician, press or say 2. For legal or financial services, press or say 3. For claims questions, press or say 4. To repeat these options, press or say 5. For all other concerns, stay on the line.”

## **Q: How can I communicate this change to my employees?**

A: New employee engagement materials will be available to support the name change and your organization in 2024. Please work with your client service manager to support your communication strategy.

## **Q: How can I get more information about this change and new product innovations?**

A: Please contact your account management team.



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