

# Life can be challenging

## Optum EAP is here to help

People face all kinds of challenges that can cause stress at home and work. The Optum Employee Assistance Program (EAP) is here to support you in managing whatever issues life sends your way, including:

- Family and parenting issues
- Relationship problems
- Legal consultations: criminal matters, living wills, divorce, etc.
- Life changes, personal crises
- Mediation services: child custody, real estate, collections, etc.
- Stress related to work or personal issues
- Financial services: bankruptcy, retirement planning, taxes, etc.
- Setting goals to live your best life
- Drug and alcohol abuse assistance

## How it works

Call EAP and speak to an Optum representative. Optum requests employer name to verify election of the service. Optum does not carry eligibility information, so as a member, you can feel comfortable only providing your employer name (ie: ABC Company). Once verified, the Optum agent will assist or direct you based on the reason for your call.

Log into [liveandworkwell.com](https://liveandworkwell.com). Once you're in, you can access the website with your employer access code (if available) or as a guest using access code UMREAP. From there, you can navigate through the website based on your needs.



### Contact Optum EAP

- **Phone:** 855.205.9185 (24/7/365)
- **Online:** [liveandworkwell.com](https://liveandworkwell.com) (24/7/365)
  - Access Code: UMREAP
- **No charge to member**

\*Optum will not share personal records with your employer or anyone else without your permission. All services are confidential in accordance with federal and state laws. Exceptions: Required by law (court order), suspect child/elder abuse, threat or harm to oneself or others, medical emergencies, gravely disabled to the point of threatening well-being, written consent.



**Optum EAP is available to all employees and anyone living in their household.**

- Unlimited 24/7/365 access to Masters-level specialists and [liveandworkwell.com](https://liveandworkwell.com)
- Unlimited talk time with experts skilled in solution focused consultation and motivational interviewing
- Immediate access to help with referrals to a clinician, attorney, financial planner, mediation specialist, or other provider
- Completely confidential service with no bills, co-pays or deductibles.



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