Employee Assistance Program
Helping to foster resiliency and enhance productivity
People are the strength and spirit of your organization. The Employee Assistance Program from UnitedHealthcare fortifies your work culture by helping employees become more engaged, more resilient and more productive.

Here's how it works:

- We focus on all your employees, not just those in crisis.
- We make it easy to get help.
- We reinforce your management team.
- We integrate with other UnitedHealthcare benefits.
- We offer comprehensive EAP and health and well-being programs in more than 140 countries, which can extend your health and wellness priorities.

Quantifiable results

Our EAP offers integrated solutions, effective engagement, member-centered consultation and a focus on outcomes.

- 98 percent would use our services again.¹
- 95 percent believe the information or services were helpful.¹
- 95 percent experience less worry and stress.¹
- 78 percent don’t require referral to behavioral health benefits – this could mean substantial cost savings as well as improved outcomes.²
- 70 percent decrease in days affected by presenteeism by those who used our EAP.³
- 63 percent decrease in days absent by those who used our EAP.³

Outcomes-focused delivery of services

Our emphasis on data, quality management, continual improvement and follow-up helps us gauge whether our services achieved the desired outcomes or if additional support is needed.

- We track 46 quality and operational performance measures including access, safety, outcomes and satisfaction.
- We follow up with members to measure changes in absenteeism, presenteeism and functional status.
- We report on activity, utilization and trends within your population.

Measurable outcomes. High satisfaction.
Collaboration is a cornerstone.

• We work with you to understand your culture and then communicate and promote your program in a meaningful way to help encourage employee engagement.

• We work with you to understand how and when your employees engage in services and then transform that knowledge into best practices.

• We keep you informed on key aspects of the program so you can stay in front of the trends and topics most affecting your organization.

EAP services for members

Your employees and their families have the opportunity to benefit from:

Consultation and counseling
Unlimited, 24/7 access to EAP and referrals to in-person counselors from our nationwide network of more than 130,000 clinicians

Specialty help centers
Immediate access to professionals who advise on building better relationships, parenting and nurturing families, succeeding at work, and coping with grief and loss

Liveandworkwell.com
Reliable, trusted website accredited by URAC and customized to your organization with an extensive library of information, work-life resources, interactive tools, calculators, assessments, videos, forums and more

Work-life support
EAP specialists help employees find work-life resources on liveandworkwell.com

Legal assistance and financial counseling
Brief consultations on specific legal or financial issues at no initial cost to the individual, and discounted fees for attorneys retained through EAP

Full benefit navigation
EAP specialists educate your employees and their family members about, and connect them to, the range of the benefits available to support their health and well-being

Employees are more productive when their personal and work lives remain unaffected by everyday issues or concerns.
EAP services for employers

Our EAP is designed to be as beneficial to employers as it is to employees. Your managers, supervisors and human resource leaders can call on us for:

Consultation
Unlimited, 24/7 access to management specialists on topics including work performance, handling difficult situations and coaching employees

Employee training
Nearly 250 topics available to support your goals for employee health, well-being and engagement

Critical incident response services (CIRS)
Rapid, appropriate and sensitive response to employee deaths, reductions in staff, facility closings, natural disasters and other crises

Management referrals
Support for managers when referring employees to their EAP for breach of safety regulations or as a part of performance remediation plans

Engaging member communications
Unique, customized digital and print communications

Comprehensive reporting and insight
Quarterly and annual reports on EAP use and strategic consultation

The Employee Assistance Program is designed to help your organization grow stronger by fostering resiliency and enhancing productivity.

Contact your UnitedHealthcare representative for more information today.

WorkLife Services:
An optional addition to our EAP

Concierge-like services that employees and their families value, appreciate and return to time after time. More than 100 service areas covered – from schools and child care to plumbers and pet sitters.

• Individuals submit requests online or by telephone.
• Work-life specialists respond with verified resources, usually within 48 hours.
• There’s no limit on how many times a member can follow up with our work-life specialists.

Employees save time – time they might have spent while on the job. And they find new opportunities to enhance their quality of life.

*UnitedHealth Group analysis, 77.5% resolution based on 2010-2012 book of business for 5-visit EAP model, Tabler, 11/18/13.

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