



Emotional Wellbeing Solutions

Faster access to mental health care, guaranteed

Emotional Wellbeing Solutions is a modern and flexible employee assistance program (EAP) that offers support for everyday life. With the Premium Network model, employees get faster access to care through a curated network of mental health providers.

The Premium Network program provides:



Virtual appointments

2 day guarantee



In-person appointments

5 day guarantee



Online scheduling for employees' ease and convenience



Industry standard measures to track treatment progression (PHQ-9, GAD-7)



Employee engagement communications materials to drive program awareness and use

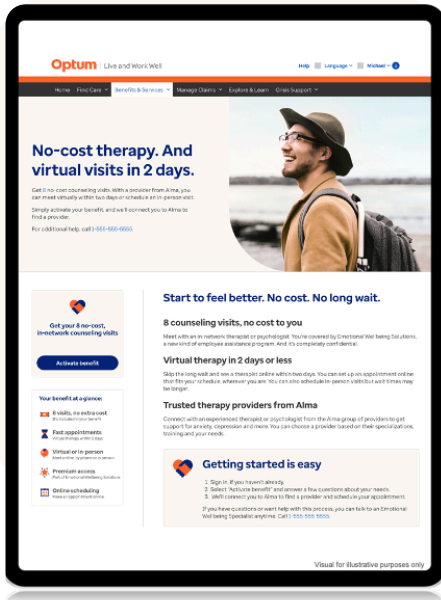
Optum

Making it easier to find care

In addition to guaranteed access, the Premium Network offers a simplified provider search experience – making it easy for employees to search for a provider and select an available appointment. Employees can simply:


- Sign in to liveandworkwell.com to activate their benefits and access their no-cost counseling visits
- View available providers and their backgrounds, and choose an available appointment time
- Begin their mental health journey

If an employee needs more guidance or prefers to talk to someone, they can call us 24/7 for help finding a provider.




Employees are quickly connected to an expansive network*

 **10,500+**
providers across all 50 states

 **42%**
of providers identifying as Asian, Black or Hispanic

 **10%**
of providers identifying as LGBTQIA+

 **40%**
of providers who treat children and adolescents

To learn more about the Emotional Wellbeing Solutions Premium Network model, contact your Optum representative.

* Internal analysis of Alma network as of June 2023.

2-day offered virtual appointment or 5-day offered in-person appointment guarantee based on purchase of Premium Network model. Only available in the U.S. Premium Network providers offer online scheduling and guarantee that virtual appointments will be offered within 2 business days and in-person within 5 business days at least 90% of the time. We do not guarantee that the selected appointment will occur within these timeframes due to individual preferences.

Optum

optum.com

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer. Stock photo used.

© 2023 Optum, Inc. All rights reserved. WF11271713 08/23