Employee Assistance Program (EAP) Guide

In-the-moment support and resources for life's challenges



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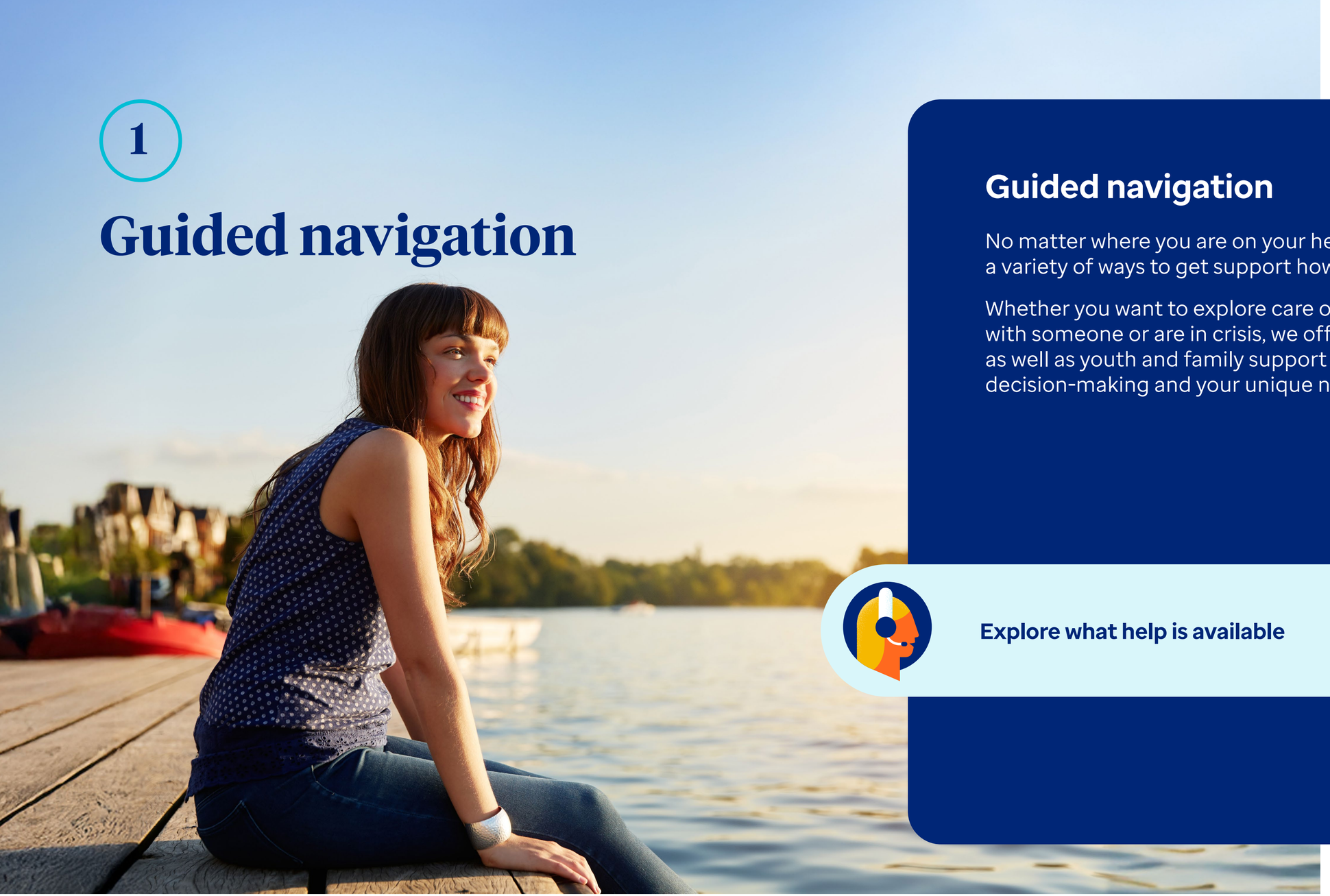
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Guided navigation



Guided navigation

No matter where you are on your health journey, you have a variety of ways to get support how and when you need it.

Whether you want to explore care on your own, want to talk with someone or are in crisis, we offer guided navigation – as well as youth and family support designed to help with decision-making and your unique needs.

Explore what help is available

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In-the-moment support



In-the-moment support

Get access to emotional support right away – with trained wellbeing specialists who help provide personalized recommendations for ongoing care.

Specialists listen to your concerns and recommend support based on your needs, preferences and available benefits.

If you need ongoing help, they can connect you to coaching, in-person or virtual therapy and digital tools like the Calm Health app.

Call for 24/7, no-cost and confidential support. **1-888-887-4114**, then select prompt 1.

Available for adults 18 and older through employer.

Grief and loss

Grieving the loss of someone — whether a loved one, friend, or coworker — is hard and painful. It's important to acknowledge your grief and find ways to support yourself through it.

You can speak with master's-level specialists by phone for help coping with grief. They offer guidance and emphasize the importance of self-care and emotional support.



Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 1.

Available for adults 18 and older through employer.
Covers all dependents on medical plan.

Depression and anxiety

In-the-moment support offers support to help manage emotional challenges and improve your well-being. A wellbeing specialist can guide you to helpful resources, including information on **myuhc.com.** If you need counseling, we'll help you find in-network providers for in-person or virtual sessions and assist with accessing your behavioral health benefits.

You also have access to self-help resources and the **Calm Health app.**

Three visits are available per year, either virtual or in person.

Telephonic Employee Assistance Program (TEAP)

If you're dealing with a personal, emotional or work-related issue and prefer to talk by phone, TEAP offers real-time support focused on solutions. A licensed specialist will help you set goals and take practical steps to move forward. You'll also get guidance and referrals to helpful resources, many of which are available on your member website or app.

If you need ongoing care, we can help you find in-network providers for in-person or virtual counseling and connect you with your behavioral health benefits, if available.



TEAP consultations are available Monday 9:30 a.m.–5 p.m. CT and Tuesday–Friday, 9:30 a.m.–8:30 p.m. CT.

Available for adults 18 and older through employer.

Substance use support

If you or someone you care about is misusing alcohol, drugs or medications, you can talk to a substance use recovery advocate. They offer private, confidential support, help you explore treatment options, find in-network providers and answer questions about health, family care, coverage, costs and more.

Substance Use Helpline
Free, anonymous, confidential and available 24/7.
Call **1-855-780-5955,** TTY **711**

Available to members of all ages (except when the local provider has age restrictions). Minors may need parental consent.

In-patient and outpatient resources

Employee Assistance Programs (EAPs) can help you access mental health care, whether you need outpatient support or more intensive inpatient treatment.

Here's how our wellbeing specialists can help:

- Understand and assess your needs through a conversational approach
- Assist with connection to outpatient care and connect you to a licensed care advocate if a higher level of care is needed (IOP, PHP, inpatient)

Licensed care advocates:

- They focus on care that is not routine outpatient, explain benefits, provide referrals and facilitate authorizations for higher levels of care (e.g., inpatient) or non routine outpatient care such as ABA.



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1-888-887-4114, then select prompt 1.



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Work-life support

Work-life balance

WorkLife Services help reduce stress by saving you time. Instead of researching things like travel, dining, childcare, elder care, entertainment, health or home repairs, just call EAP to speak to a WorkLife advisor or submit a quick online request.

WorkLife advisors act like personal consultants — they listen, assess your needs and offer practical solutions. They research and verify service details (like location, cost and availability), send referrals and follow up to answer any questions.

Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 2.

Available for adults 18 and older through employer.

Child/Dependent care

Your EAP can help with childcare needs by offering personalized referrals to licensed providers like daycare centers, in-home care, before- and after-school programs and summer camps — based on your location, budget and schedule.

If your usual care falls through, EAP can help you find emergency or backup options quickly.

EAP also offers parenting support through counseling, helping with stress, behavior issues and work-life balance. You'll have access to resources on child development, parenting tips and special education services if needed.

If cost is a concern, EAP can guide you on financial options, tax benefits, dependent care accounts and community programs.

Caregiver support

With just a phone call or online request, WorkLife advisors can help you manage everyday stress. They're especially helpful when dealing with aging, chronic illness or disabilities.

They connect you to trusted resources like adult daycare, assisted living, community programs, food and nutrition services, grief support, nursing homes, transportation and more.



Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 2.

Available for members 18 years and older through employer.



Home repairs and maintenance

WorkLife advisors use a solution-focused approach to help you handle challenges before they affect your personal or work life. They have access to over 400,000 resources for a wide range of needs.

They also support members facing issues like food, financial or housing insecurity by connecting them with helpful programs and services.

Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 1.

Available for adults 18 and older through employer.

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Financial and legal services



Financial and legal services

Financial and legal concerns can affect your focus at work and at home, so EAP includes support for both.

You can speak with a money coach during two 30-minute phone sessions to get help with your financial questions. Plus, you have 24/7 access to an online financial resource center with stress tools, learning modules and calculators.

You're eligible for a free attorney consultation, plus 25% off any ongoing legal services. You also get easy access to legal forms to help with everyday needs.

Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 2.

Available for adults 18 and older through employer.

Identity theft protection

ID Theft Core includes identity theft and fraud resolution services. It can assist at the beginning of fraud-related emergencies and offers an affordable and expedient process.

ID Theft Core benefits

Fraud resolution services are provided by a third party Consumer's Legal Center (CLC) and handled by trained specialists, including certified interviewers and licensed attorneys.

How it works:

Fraud specialists guide you through 7 key steps to help resolve identity theft:

1. Provide ID theft affidavits and help you complete and submit them
2. Offer forms to list fraudulent charges and explain where to send them
3. Guide you on reporting fraud to authorities and creditors
4. Share contact info for the three major credit bureaus
5. Explain how to get free credit reports and place fraud alerts or freezes
6. Provide a free ID Theft Emergency Response Kit
7. Teach you how identity theft happens and how to protect yourself in the future



Telephonic fraud consultations are available Monday–Friday, 6 a.m.–5 p.m. PT

Available for members 18 years and older through employer.

Mediation

Your Employee Assistance Program (EAP) offers legal and relationship support to help you navigate personal, family or work-related challenges. Whether you're facing conflict or need help communicating, services like conflict resolution coaching and mediation can guide you toward healthier conversations.

You receive one free 30-minute phone consultation per mediation case, with additional sessions available at a 25% discount. Mediation can cover issues such as child custody, divorce, living arrangements, property disputes and more.

Sessions are confidential and can be done individually or as a couple, depending on your needs.



Call for 24/7, no-cost and confidential support.
1-888-887-4114, then select prompt 2.

Available for adults 18 and older through employer.

Wills and other legal needs

If you're dealing with a legal issue, EAP gives you access to a network of over 23,000 attorneys across the U.S., Canada and Puerto Rico. You can get one free 30-minute phone or in-person consultation per legal matter with a state-specific attorney.

If you choose to continue working with the referred attorney, you'll receive services at 25% off their regular rates. Legal topics may include wills, divorce, trusts, powers of attorney, property, probate and more.

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Crisis support



Crisis support resources

The Crisis Support Tool, built into the EAP, helps connect you to mobile crisis teams 24/7 for non-life-threatening behavioral health emergencies – without calling 911.

With one click, you can find local crisis teams made up of trained mental health professionals. They assess the situation, help calm things down and connect you to the right support – helping resolve the issue before it becomes more serious.

Currently in 48 states, our Crisis Support Tool provides compassionate intervention, which will lead to better outcomes and less distress.

Crisis and emergency care hotlines

Available to members of all ages (except when the local provider has age restrictions). Minors may need parental consent.

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Educational resources



Educational resources

Our member websites are designed to be easy to use and help you find the right care for your needs – including support for medical conditions linked to mental health.

You're at the center of care, with tools built using real data and feedback to guide your experience.

The site also helps you understand your options by explaining the differences between types of providers – like therapists, psychologists, nurse practitioners and psychiatrists – and who can prescribe medication.

Get **24/7 instant digital access** to content via phone, tablet or computer, including online scheduling.



Go to myuhc.com to get auth code. $0 in network EAP providers.

The material provided through this program is for informational purposes only. EAP staff cannot diagnose problems or suggest treatment. EAP is not a substitute for your doctor's care. Employees are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. EAP is not an insurance program and may be discontinued at any time. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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