



# Say hello to support

See the behavioral health and EAP benefits available to you and your family

**Optum**

 **Franklin County  
Cooperative**  
Health Improvement Program



# You have support

Your **confidential Behavioral Health and EAP benefits** give you access to care, as well as resources and tools to help keep life balanced. Explore your options for support here – and connect with us for any questions.

For everything from anxiety or depression to relationship concerns or job stress to parenting – and more – you have help available to you and your family.

- Connect with online providers
- Find help with substance use disorders
- Get support for stress and anxiety
- Available 24/7 to everyone in your household
- 8 in-person or virtual counseling sessions per issue per year

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## Get started



Call **1-800-354-3950**, TTY **711**

An EAP specialist will provide an authorization code.



Visit **liveandworkwell.com**

Access code: EAP

# Choose the support that works best for you and your family

# Connect with the Employee Assistance Program (EAP)

It's free, confidential and available 24/7



## For short-term support:

- Stress, anxiety, depression and more
- Finding adult and eldercare services
- Improving relationships at home or work
- Legal and financial services offered at a discounted rate
- Parenting support
- And more

## Get help when you need it

If you or your family are going through a difficult time, your EAP is ready to help.

- Confidential\*
- No cost to you
- Available to all dependents and anyone in the household

## In-person or virtual counseling sessions

Employees and their household members are eligible for 8 sessions per issue per year. Master's-level specialists will listen, help you define your concerns and put you in touch with expert resources in your community.

## Unlimited support by phone 24/7

A master's level clinician will provide short-term support and advice, and help you find local resources for ongoing care, if necessary.

\*The service is confidential in accordance with the law.



Call **1-800-354-3950**  
or register/log in to  
**liveandworkwell.com**

# Substance use helpline

Reach out 24/7 if you're concerned about drug or alcohol use by you or a loved one



## Connect by phone with a trained specialist:

Call the substance use hotline to talk with a licensed clinician – available 24/7 – for help with any questions or finding treatment.

- Confidential\*
- Available 24/7
- No cost to you
- Assistance identifying quality care

After an evaluation, a licensed clinician will help guide you to treatment that is best for you, including assistance locating in-network facilities offering quality care.

\*The service is confidential in accordance with the law.



Call the substance use helpline at **1-855-780-5955** or register/log in to **[liveandworkwell.com/recovery](https://liveandworkwell.com/recovery)**

# Behavioral health providers

Get ongoing mental or behavioral health concerns and long-term support



## Get support for:

- Anxiety, depression and stress
- ADD/ADHD
- Bipolar disorder
- Compulsive disorders
- Domestic violence
- Eating disorders
- LGBTQ+ challenges
- Medication management
- PTSD
- Substance use

## Schedule appointments with licensed counselors, psychologists, psychiatrists and other mental health professionals.

- Available by appointment
- Video and in-person options

For those enrolled in the health plan, the first 30 visits are available at no cost to you. Additional visits will result in a \$20 copay.



To make an appointment, register/log in to [liveandworkwell.com](https://liveandworkwell.com) or call [1-800-354-3950](tel:1-800-354-3950)

# Talkspace Online Therapy

Connect online for ongoing mental or behavioral health concerns



## Get support for:

- Anxiety, depression and stress
- ADD/ADHD
- Bipolar disorder
- Compulsive disorders
- Domestic violence
- Eating disorders
- LGBTQ+ challenges
- Medication management
- PTSD
- Substance use

Connect virtually with a licensed, network therapist, including unlimited text messaging as well as real-time audio/video appointments.

- 24/7 app access
- No appointment required
- Video and phone options
- Confidential\*

Available to all employees and their household members through EAP at no cost (8 visits per issue per year). Those enrolled in the health plan are eligible for 30 visits at no cost. Additional visits will result in a \$20 copay. Five business days of texting with a therapist is equal to one office visit.

\*The service is confidential in accordance with the law.



Register or log in to [liveandworkwell.com](https://liveandworkwell.com) and download the Talkspace app

To get started with the app, call your Employee Assistance Program at [1-800-354-3950](tel:1-800-354-3950) to obtain an authorization code prior to registering

# Self Care by AbleTo

On-demand help for reducing worry,  
stress and improving mood



**Find a new way to a healthier you. Get the latest tools to help you relax, shift perspectives or manage stress.**

- **Daily mood tracking** – answer daily questions to record your current mood, identify patterns and self-assess your progress.
- **Meditation tools** – explore classic methods of relaxation – like deep breathing and positive visualization – in the moment when you need them.
- **Collections** – build life skills with curated content, tools and resources for the stuff that matters most to you, including work-life balance, sleep and much more.
- **Personalized roadmap** – track your progress, set goals and make strides through weekly check-ins. Self Care helps you create a roadmap to support your self-guided journey to better mental health.
- **Habit tracking** – set achievable goals and log your habits to identify how your behaviors relate to your mood so you can work toward improving your overall well-being.

## **Need in-the-moment support?**

Have it on-hand, anytime. Self Care is available 24/7.



Register or log in to  
[liveandworkwell.com](https://liveandworkwell.com)  
and download the  
Self Care app

\*Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost. Participation in the program is voluntary and subject to the Self Care terms of use.



# meQuilibrium

Build resiliency to better cope with life's stress



## Provides:

- Personalized stress profile
- Approaches to stress management
- Mood tracking
- And more

## A personalized resilience building program designed to help you tap into your most powerful self.

Explore your unique thinking styles – the ones that help and the ones that hold you back from feeling good and living with purpose.

- No cost to you
- Confidential\*

## meQuilibrium provides simple, easy ways to help you do things like:

- Relieve feelings of overwhelm and burnout
- Improve your sleep, so you wake up feeling refreshed
- Shift negative thinking and feel better about what's ahead
- Feel more motivated with a clear sense of purpose

For help accessing this program, please reach out to Franklin County Benefits & Wellness at [1-614-525-3948](tel:1-614-525-3948).

## Visit your wellness portal at [fccthriveon.com](https://fccthriveon.com).

Click “Wellness Hub” at the top of the page and find the card that says “Beat Stress with meQ” to get started today.

\*The service is confidential in accordance with the law.

# WorkLife services

Get support for your to-do list and maintain your work-life balance



## Adult care and eldercare support

- Grief/loss
- Retirement planning
- Adult daycare programs
- Financial and legal issues
- In-home/nurse care options

## Child and family support

- Childcare options
- Adoption resources
- Day/summer camps
- Emergency/sick-child care
- Parent/family support groups

## Chronic illness and condition support

- Respite services
- Caregiving services
- Assistive technology
- Affordable-housing resources
- Meal and transportation resources

## Convenience services

- Pet services
- Traveling needs (business and leisure)
- Car and home repair and maintenance
- Shopping, dining and recreation recommendations

## Educational resources

- Homeschooling
- Career consulting
- Adult education classes
- Individual educational plans
- School and college recommendations

Visit [liveandworkwell.com](https://liveandworkwell.com) to get started.

# 988 Suicide & Crisis Lifeline

Connect to caring support from a trained crisis counselor



Life can be challenging. If you or someone you care about is struggling, know that help is available 24/7.

Call or text 988 if you have:

- Thoughts of suicide
- A mental health crisis
- A substance use crisis

**Dialing those three digits could save a life.**

Call or text **988** anytime, day or night.

**Prefer to chat?**

Visit [988lifeline.org](https://988lifeline.org).



## Get started



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Visit **[liveandworkwell.com](https://liveandworkwell.com)**  
Access code: EAP

# Optum

[optum.com](https://optum.com)

**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum 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.

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