



# Say hello to support

See the behavioral health and Emotional Wellbeing Solutions benefits available to you and your family





# You have support

Your **confidential behavioral health and Emotional Wellbeing Solutions benefits** give you access to care, as well as resources and tools to help keep life balanced. Explore your options for support in this guide – and connect with us for any questions.

For everything from anxiety or depression to relationship concerns or job stress to parenting, 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](tel:1-800-354-3950), TTY **711**  
An Emotional Wellbeing  
Navigation Specialist will  
provide an authorization code.



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

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

# Connect with the Emotional Wellbeing Solutions program

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

## Get help when you need it

If you or your family are going through a difficult time, Emotional Wellbeing Solutions 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. 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 Navigation Specialist will provide short-term support and advice, and help you find local resources for ongoing care, if necessary.



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or register/log in to  
[liveandworkwell.com](https://liveandworkwell.com).

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

# Onsite EAP Services

Find support when you need it



## Consultations may provide support with:

- Work-life balance
- Setting achievable goals
- Referral to appropriate programs and resources, including substance abuse/chemical dependency
- Parenting and family concerns
- Depression, anxiety and stress
- And more

## Onsite EAP consultant

Convenient, confidential consultations are available in your workplace. Get support on a range of topics from work-life balance to communication strategies.

- No cost to you
- Confidential\*
- Quick and easy scheduling

Onsite EAP is for employees. Dependents who wish to access support should call Emotional Wellbeing Solutions at [1-800-354-3950](tel:1-800-354-3950).



[Click here](#) to learn more about the Onsite EAP service.

[Schedule an appointment online](#) or call [1-614-525-6773](tel:1-614-525-6773) to connect with your Onsite EAP.

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

# 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 helpline to talk with a licensed clinician 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](tel:1-855-780-5955) or register/log in to [liveandworkwell.com/recovery](https://liveandworkwell.com/recovery).

# Behavioral health providers

Get ongoing help and long-term support for 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

## 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 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 Emotional Wellbeing Solutions 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.

\*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 Emotional Wellbeing Solutions program at [1-800-354-3950](tel:1-800-354-3950) to obtain an authorization code prior to registering.



# Give your wellbeing a boost with Calm

Find your way to less stress, better sleep and a happier, healthier you



You may have heard about or even used the Calm app. Now, you have access to its most popular features and much more – available at no cost to you as part of your benefits. Calm can help you tackle stress, get a good night’s sleep and feel more present in your life. You also can use it to build coping skills and resiliency to navigate life’s uncertainties. And it’s all self-paced with audio and video tools, so you can focus on what matters most to you, wherever you are and at your own speed, 24/7.

**Relieve stress and anxiety** – Explore practical tools, breathing exercises and quick courses designed to help you manage symptoms of stress and anxiety and help to settle them in the moment.

**Sleep better** – Relax and fall asleep more easily with soothing sleep stories read by celebrities, meditations, natural sounds and exclusive music selections.

**Live more mindfully** – Get daily mindfulness, wisdom and encouragement to quiet your mind, build healthy habits and nurture positivity with short, guided sessions and courses.

\*Calm and Calm Health should not be used for urgent care needs. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room. If you are experiencing a non-life-threatening mental health crisis, call or text 988. Calm and Calm Health are not intended to diagnose or treat depression, anxiety or any other mental or physical health condition. The use of Calm or Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care or treatment of a health condition should be directed to your physician or health care provider. Calm and Calm Health are mental wellness products. Participation is voluntary and subject to the Calm and Calm Health terms of use.



**Ready to get started?**

To register and download the app, scan the QR code for the Calm registration page and enter your company access code: **EAP**



**Already have the Calm app?**

1. Open the app
2. Go to: Profile > Settings > Link Organization Subscription
3. Enter organization code: **Optum EWS**
4. In the “group code” field, enter your company access code: **EAP**

# meQuilibrium

Build resilience 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 – those that help and those 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.



For questions or issues accessing the program, call Franklin County Benefits & Wellness at [1-614-525-3948](tel:1-614-525-3948).

# WorkLife services

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



## **Adult care and Enhanced Eldercare Services**

- Receive up to 6 hours of free help
- 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 3 digits could save a life.**

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

**Prefer to chat?**

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

# Get caregiving support for an aging parent

Taking care of an aging parent is different than taking care of a kid



Caring for an elderly family member can be stressful, especially in addition to all of your other responsibilities. Add in Alzheimer's or other health concerns, and it can be easy to feel overwhelmed. We can help.

## Receive up to 6 hours of free help from experienced professionals who can:

- Assess your loved one in their current living situation and create a care-planning report
- Discuss ways to support your family member at home
- Help plan and monitor in-home and facility care
- Review financial, legal and medical concerns to make referrals for long-term care, if needed
- Assist with locating respite care
- Provide care for the caregiver

Our professional staff have backgrounds in social work, nursing, gerontology or counseling. And, they have extensive knowledge about the costs, quality and availability of services in your area.

Get started today. Our specialists are available 24/7 to assist you. All calls and use of services are kept confidential.



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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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