



# **Employee Assistance Program**

**Helping to foster resiliency and  
enhance productivity.**

## **Measurable outcomes. High satisfaction.**

People are the strength and spirit of your organization. The Employee Assistance Program (EAP) from UnitedHealthcare fortifies your work culture by helping employees become more engaged, more resilient and more productive.

Here's how it works:

- All employees are the focus, not just those in crisis.
- It's easy to get help.
- It helps reinforce support for your management team.
- It's integrated with other UnitedHealthcare benefits.
- Comprehensive EAP and health and well-being programs are available in more than 150 countries, to help you extend your health and wellness priorities.

### **Quantifiable results.**

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

- 96 percent would use our services again.<sup>1</sup>
- 95 percent believe the information or services were helpful.<sup>1</sup>
- 91 percent experience less worry and stress.<sup>1</sup>
- 78 percent of cases are resolved with the EAP and don't require referral to a behavioral health benefit — this could mean substantial cost savings as well as improved outcomes.<sup>2</sup>
- 51 percent decrease in days affected by presenteeism by those who used our EAP.<sup>3</sup>
- 47 percent decrease in days absent by those who used our EAP.<sup>3</sup>

### **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 33 quality and operational performance indicators for EAP, 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.



**Employees can be more productive when their personal and work lives remain unaffected by everyday concerns.**

## **EAP services for members.**

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

### **Consultation and counseling.**

Unlimited, 24/7 access to EAP specialists. Referrals to in-person counselors from our nationwide network of nearly 120,000 clinicians.

### **The Live and Work Well website.**

Trusted website accredited by URAC and customized to your organization with an extensive library of information, work-life resources, interactive tools, assessments, videos, mindfulness and resiliency tools and more.

### **Work-life support.**

EAP specialists help employees find work-life resources on the Live and Work Well website.

### **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 help educate your employees and their family members, and connect them to the range of benefits available to support their health and well-being.

## **Collaboration is a cornerstone.**

- We work with you to understand your culture and help communicate your program in ways designed to encourage employee engagement.
- We work with you to understand how and when your employees access services and then transform that knowledge into best practices for your organization.
- We keep you informed on key aspects of the program to help you stay in front of the trends and topics that may affect you.



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.**

## 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 us to help with:

### **Consultation.**

Unlimited access to licensed management consultants on topics including work performance, handling difficult situations and coaching employees.

### **Employee training.**

More than 250 topics available to support your goals for employee health, well-being and engagement.

### **Critical incident response services.**

Rapid, appropriate and sensitive response to employee deaths, reductions in staff, facility closings, natural disasters and other traumatic events and 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.

### **Reporting and insight.**

Quarterly and/or annual reports on EAP use and strategic consultation.

## WorkLife Services: An optional addition to our EAP.

WorkLife Services<sup>4</sup> provides assistance in a concierge-like way that employees and their families value, appreciate and return to time after time. More than 100 service areas covered — from elder care and child care to plumbers and pet sitters.

- Individuals submit requests online or by telephone.
- Work-life advisors respond with verified resources, usually within two business days.
- There's no limit to how many times a member can follow up with our work-life advisors. Employees save time they might have spent while on the job. And they find new opportunities to enhance their quality of life.

<sup>1</sup> Statistical evaluation of EAP satisfaction and outcomes survey from UnitedHealth Group 2016 book of business. Baker, 2017.

<sup>2</sup> UnitedHealth Group analysis, seventy-eight percent based on 2016 Optum book of business EAP average resolution rate data for all models. 2016.

<sup>3</sup> UnitedHealth Group 2016 EAP clinical and functional outcomes survey. Baker, 2017.

<sup>4</sup> WorkLife Services available for an additional cost.

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