



Onboarding and engagement guide

# Support for everyday life

Helping people make the most of their emotional  
wellbeing programs – and live their healthiest lives

**Optum**

# Helping your teams navigate life's challenges

In this guide, you'll find examples of the wide range of Emotional Wellbeing Solutions and WorkLife Services support resources available to you.

The resources are designed to help build awareness, drive engagement and encourage use of the many benefits available for individuals and their family members.

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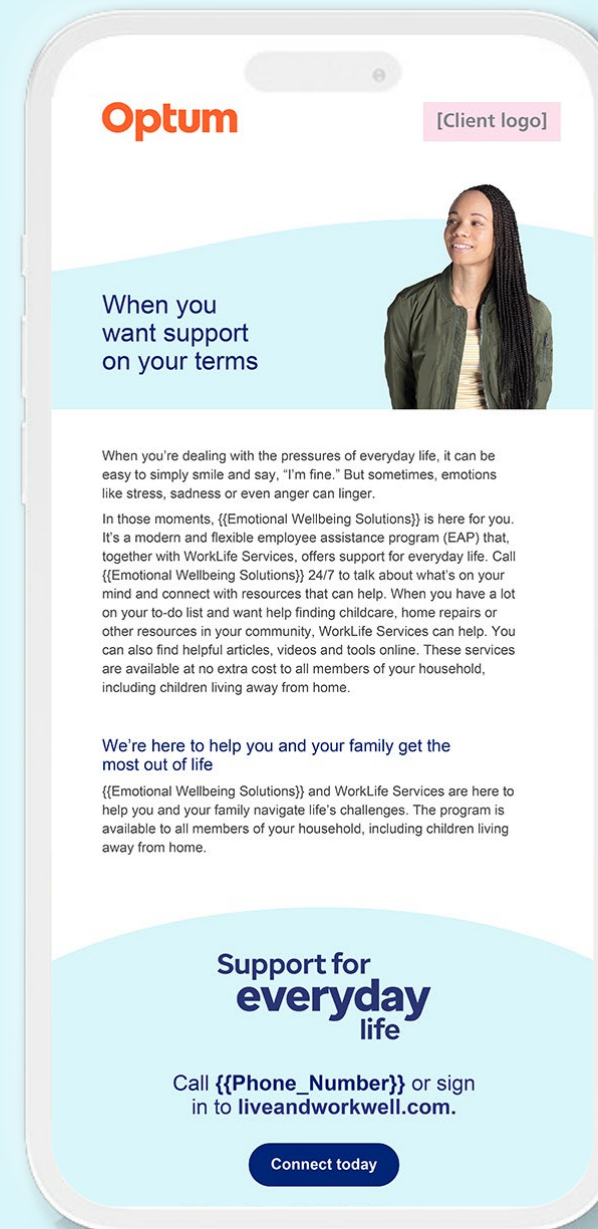
## Why mental health matters

## Tapping into a modern, flexible employee assistance program

We're committed to helping you provide people with all the individual support they need to handle life's challenges.

Optum® Emotional Wellbeing Solutions is a modern, flexible employee assistance program (EAP) that offers support for everyday life. The example benefit email on this page shows one of the many introductory communications available to you to help boost engagement.

It highlights that individuals and their families can get confidential, 24/7 support, including access to no-cost coaching and counseling sessions with in-network providers at no additional cost. It also provides examples of some of the ways WorkLife Services can help.



Benefit email\*

## WorkLife Services in action

With WorkLife Services, parents can find resources and support for a variety of family and parenting topics, including child development, teen challenges and more.

### Examples of challenges we can help navigate



Locating daycare, alternate school arrangements and tutoring support for children with behavioral challenges



Finding convenience services, like a barber who will be patient and allow extra time for a haircut for a child with special needs



Accessing educational information and resources on topics like child development and managing difficult teen behavior



Identifying situation- or diagnosis-specific information, support groups, parenting classes and online trainings/webinars

## Reach people where they are with multichannel messaging

You know best how to engage with your people.

From brochures, wallet cards and flyers to emails and other targeted messaging options, you can count on all the materials you need.

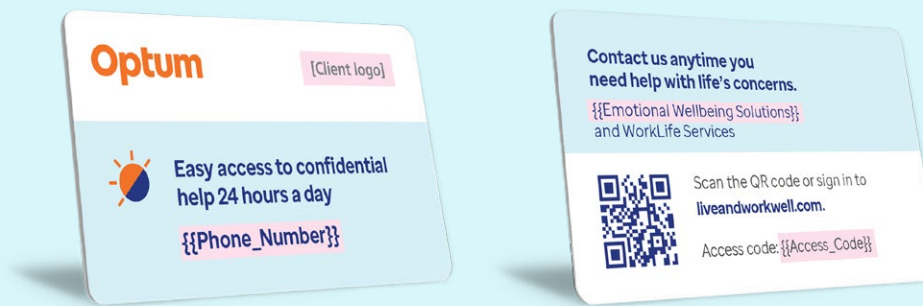
All elements are easily customizable with your company logo, access code and phone number. These materials are also available in Spanish.

Brochures are available to print during implementation for up to 10% of your on-site employee population.

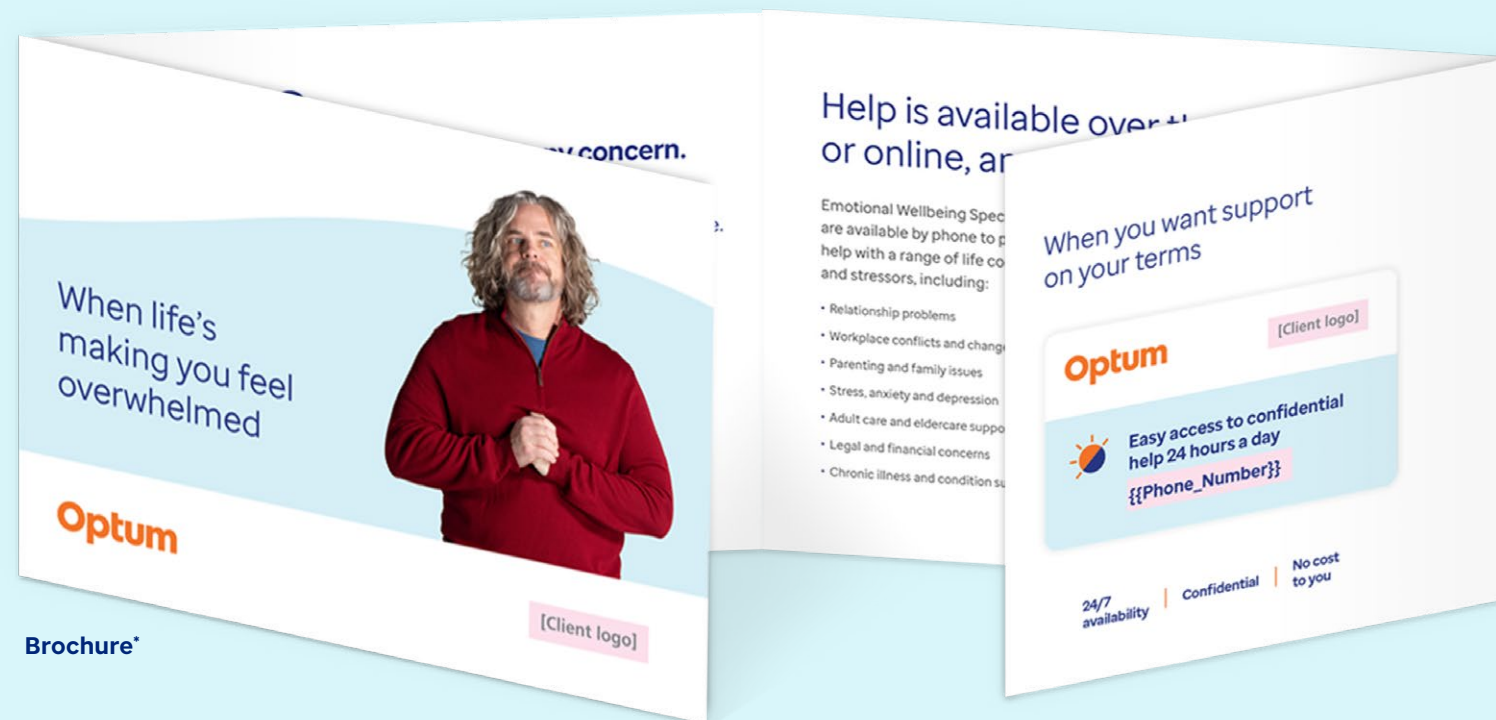
Wallet cards are available for print once per year for 10% of your employee population, drop-shipped to one location.

**To request these materials,\* please contact your account management team.**

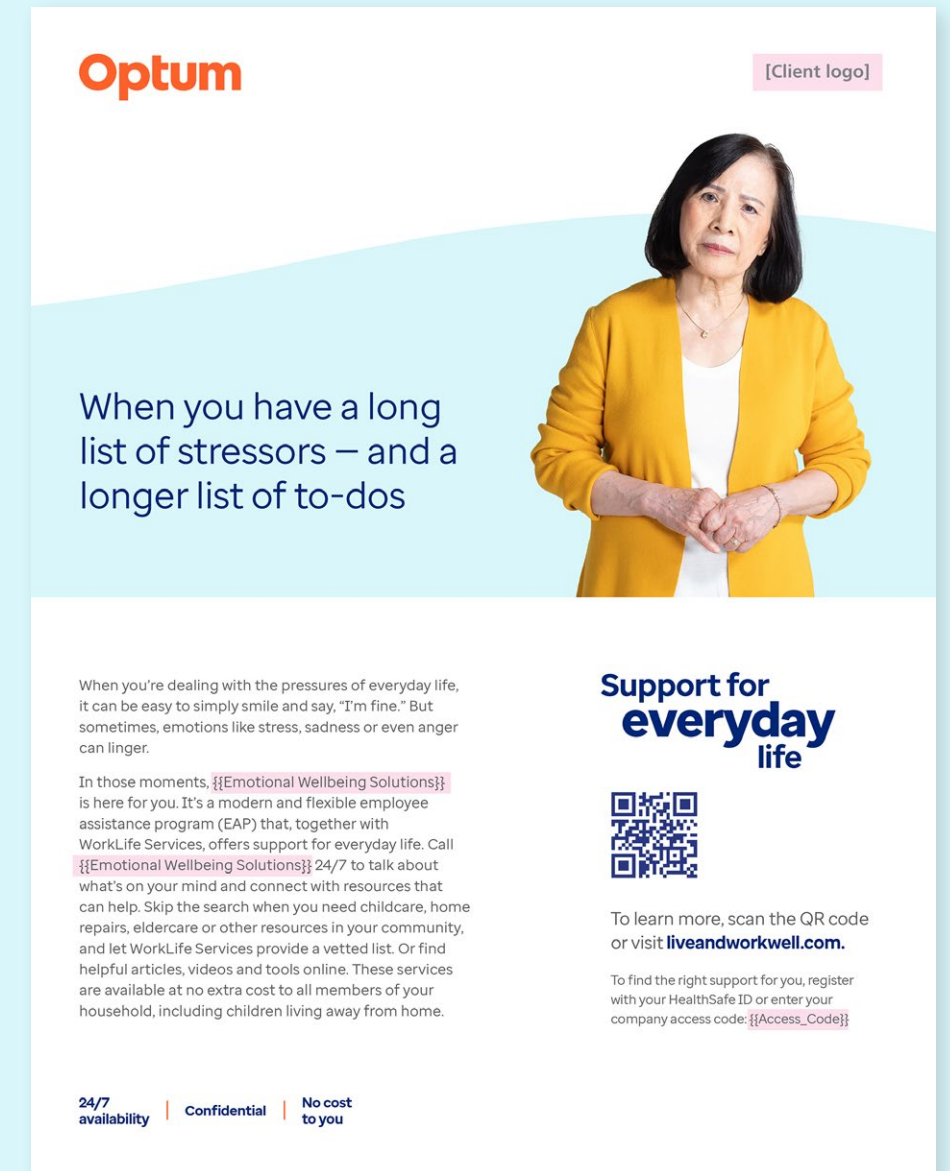
 Download engagement guide



Wallet card\*



Brochure\*



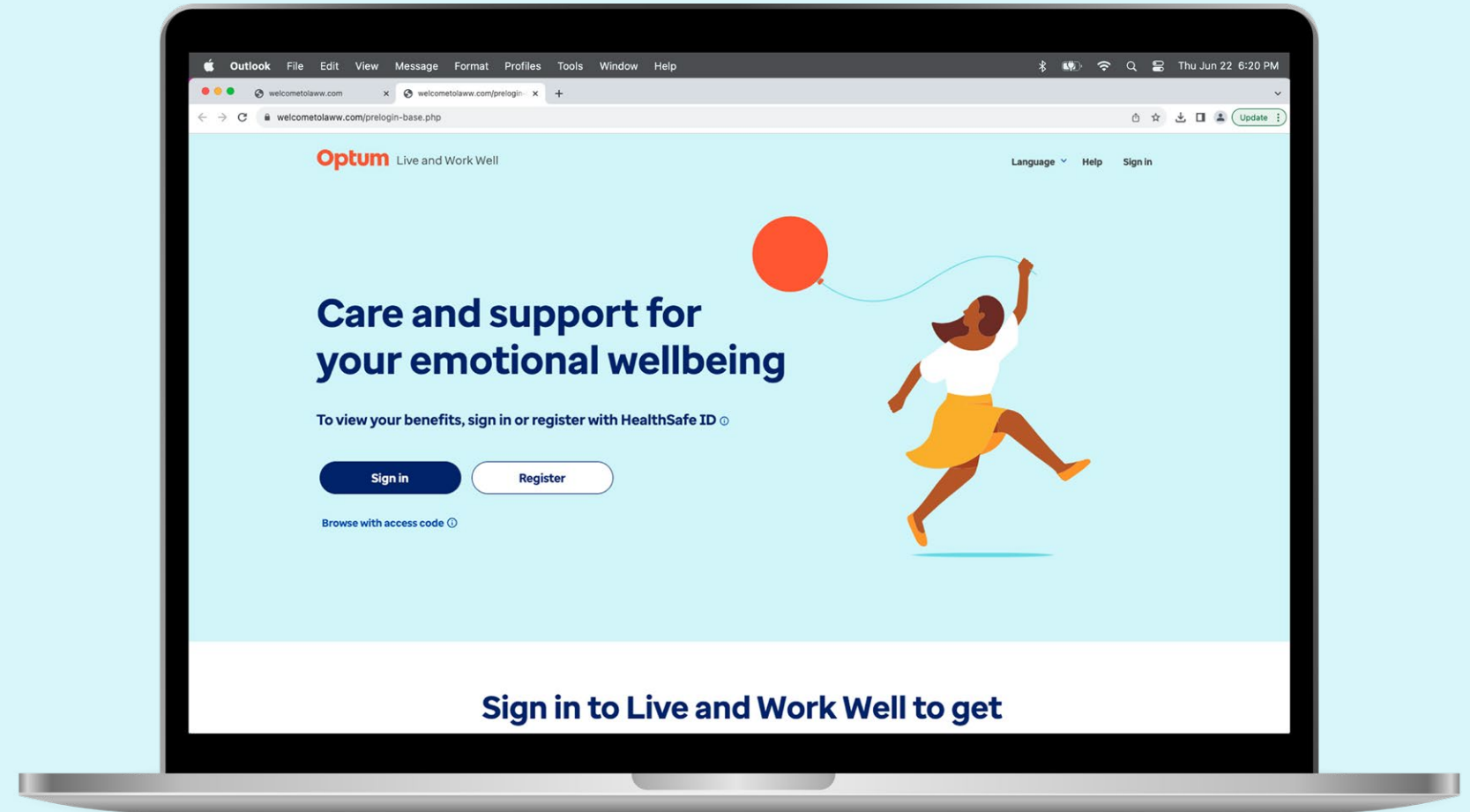
Flyer\*

## Strengthen engagement with every touch point

Connecting to care 24/7 is easier than ever with our benefits portal. It's confidential, simple to use and helps individuals find the right resources at the right time.

Simply log in with a company access code. After answering a few questions, the conversational chat feature can recommend resources to address a range of concerns including stress, anxiety and depression, caregiver support, financial stress, parenting and family concerns, relationship problems and more.

Individuals get clear information about their benefits, tools to help them find the right type of support, and tailored resources to set goals and help improve their wellbeing.



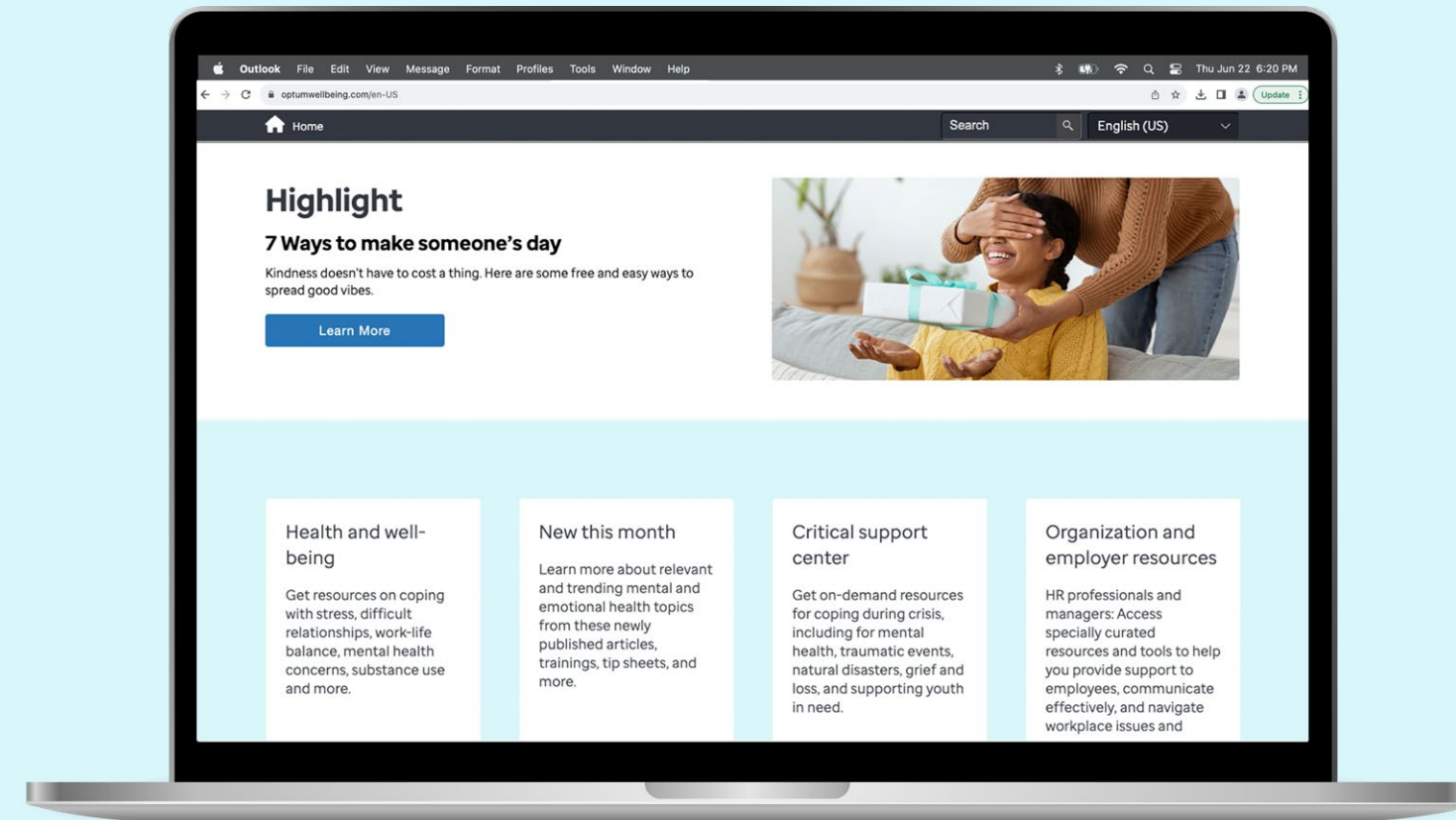
liveandworkwell.com\*

## Engage people in their health and wellness

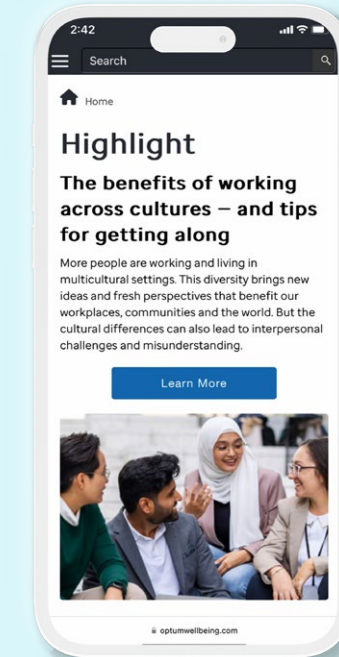
Individuals can access resources and content on relevant mental health topics at our public website, [optumwellbeing.com](https://optumwellbeing.com). Resources include articles, podcasts, webinars and more to engage people in their health and wellbeing and help them navigate difficult situations.

Organizations and managers can also access additional resources, like monthly engagement toolkits, for fostering healthy workplaces and responding to critical events. Content is grouped into four easy-to-navigate categories to help visitors quickly find what they need:

- **Health and wellbeing** – member-facing resources to support emotional health, relationships, work-life balance and more
- **New this month** – a suite of curated content updated monthly on timely topics to support mental health
- **Critical support center** – a central hub with content to support members during critical incidents, such as natural disasters, war and conflict, or grief and loss
- **Organization and employer resources** – resources and toolkits for organizations and managers to share with their employees to support their wellbeing



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



## Graphics to promote messaging

Download the Optum logo and Emotional Wellbeing Solutions digital screen graphic. It's simple to pair them with sample messaging on your intranet site, flyers, brochures or anywhere else.

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**Did you know?**  
You have access to mental health and wellbeing support resources anytime.

 Scan to explore your benefits on [liveandworkwell.com](https://liveandworkwell.com)

You can also request different sizes and client logos by contacting your Account Management team

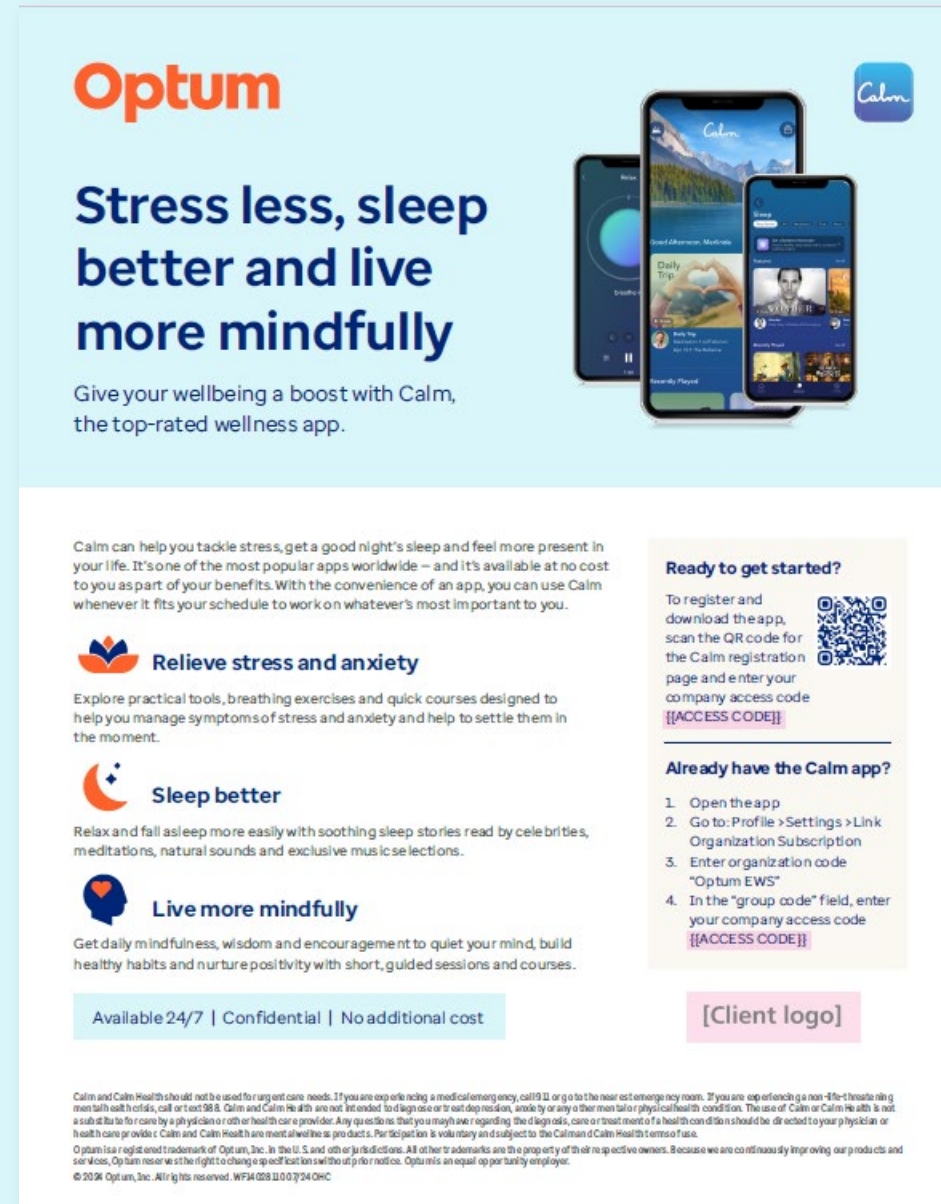


## Reduce worry and stress with on-demand tools

Calm is an Emotional Wellbeing Solution offering members a transformative journey toward positive behavioral changes, empowering individuals to cultivate new skills and embrace a proactive stance toward overall mental wellness. With Calm, members can build the skills and resilience needed to get through everyday challenges, and bigger ones too. Tools including sleep stories, meditations, breathing exercises and mindfulness courses will help participants on their path to feeling better.

Through immersive, interactive experiences, participants gain insights to make informed decisions concerning their health and wellbeing. The daily 7-minute wisdom sessions with Jay Shetty offer exploration of purpose, self-talk and more. With the convenience of an app, Calm provides flexibility to work on whatever is most important to members, on their time.

This flyer, like all communication options, is easily customizable with your company logo and access code. It is also available in Spanish.



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**Stress less, sleep better and live more mindfully**

Give your wellbeing a boost with Calm, the top-rated wellness app.

Calm can help you tackle stress, get a good night's sleep and feel more present in your life. It's one of the most popular apps worldwide – and it's available at no cost to you as part of your benefits. With the convenience of an app, you can use Calm whenever it fits your schedule to work on whatever's most important to you.

**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.

Available 24/7 | Confidential | No additional cost

**Ready to get started?**

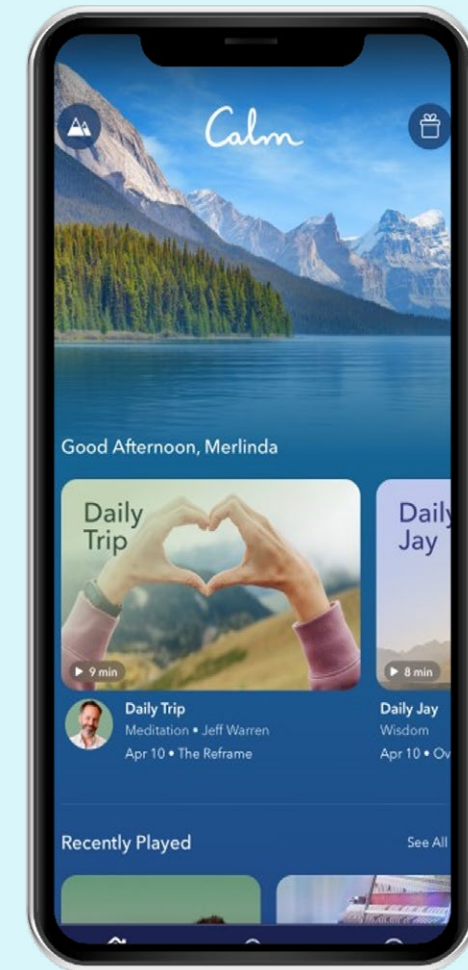
To register and download the app, scan the QR code for the Calm registration page and enter your company access code **[[ACCESS CODE]]**

**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 **[[ACCESS CODE]]**

**[Client logo]**

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. Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other trademarks 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. © 2024 Optum, Inc. All rights reserved. WPA028100724-01C



Flyer\*

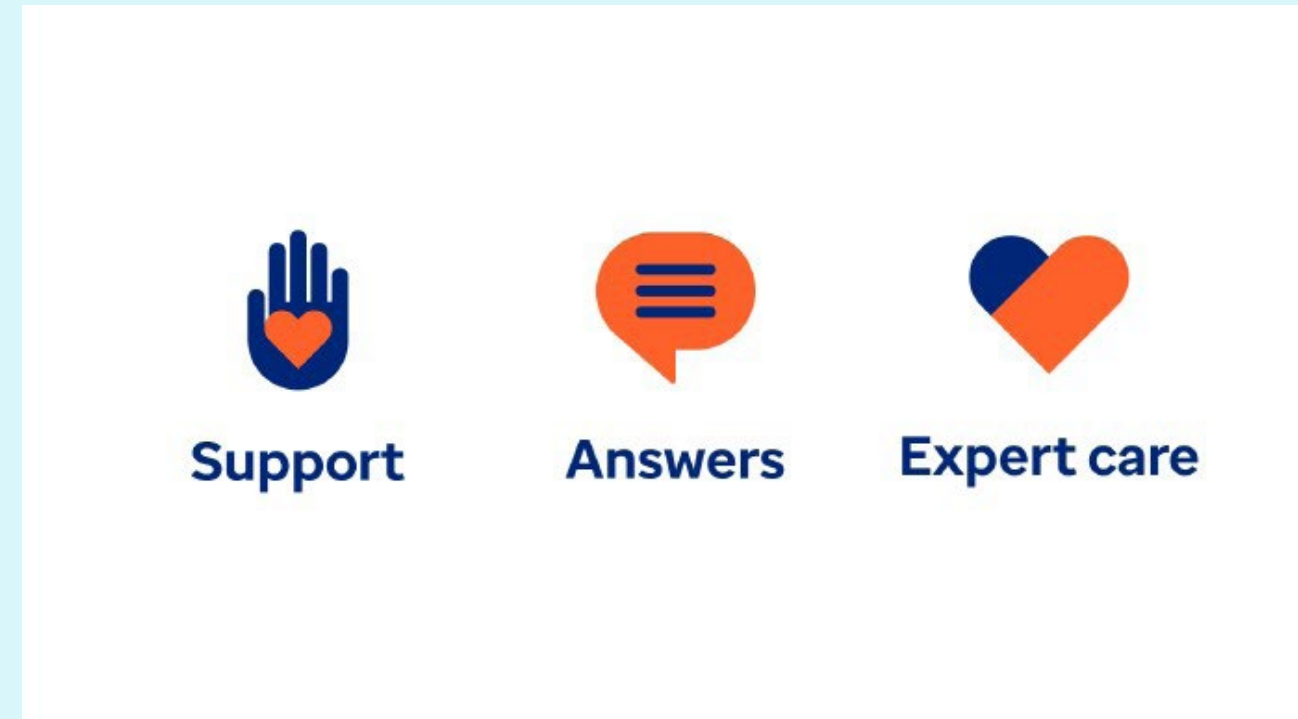
## Boost engagement with compelling videos

Videos on a wide range of topics are available for you to share.



### Activating your benefits

If you need support coping with the challenges of everyday life, Optum Emotional Wellbeing Solutions is a modern and flexible employee assistance program that, together with WorkLife Services, can help. You can call 24/7 and speak with one of our trained specialists.



### Making the most of your benefits

You have benefits specifically designed to offer support and promote a healthier work-life balance. Find tools and resources to help you and your loved ones on the road toward better emotional health.



## Investing in wellbeing, now and in the future

Please reach out to your account management team with any questions or for additional resources.

\*Final material content may vary slightly from what is pictured in this guide.

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[optum.com](https://www.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. Consult with your clinician for specific health care needs, treatment or medication. 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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