

When you want support on your terms

You, supported

Dealing with a challenging situation at home or at work? Want a little extra support as you work through everyday situations? Your Employee Assistance Programme (EAP) is here for you. We can help with a wide range of topics, including:

- Parenting and family support
- Childcare or eldercare services
- Adoption consultation and referrals



Scan the QR code or visit livewell.optum.com

To find the right support for you, enter your company access code: **paypal**

What exactly can I get help with?

This benefit provides services and support to help you identify, plan and manage life's challenges, including:



Family issues

- Caring for relatives
- Disputes
- Parenting
- Relationships



Personal issues

- Divorce/separation
- Relocation
- Caring for family



Managing stress

- Aging parents
- Financial stressors
- Life transitions



Responsibility at work

- Promotions
- Training
- Managing change
- Returning to work

How does it work?

Accessing this part of your benefits programme is easy to do 24 hours a day. Simply call and talk to one of our specialists, who will ask you a few questions to help you find the right resources to address your problem. We will be sensitive to your gender, language and cultural requirements.

Are services confidential?

We will not share your personal records with your employer or anyone else without your permission. Information about you and the services you use is confidential in accordance with local laws and regulations.

Can I get help online?

For 24-hour, confidential access to your EAP benefits, visit your LiveWell online portal at livewell.optum.com, access code: paypal. LiveWell is available in multiple languages.

Online, you can:

- Submit requests for services
- Check benefits
- Access information and resources for hundreds of everyday work and life issues
- Participate in self-improvement programmes

How much does this benefit cost?

The service is paid for by your employer and includes the initial consultation to identify the help you need. Thereafter, depending on your needs, there may be a charge for further help, but this will be made clear to you and you will always be able to decide whether to proceed. Please refer to your employer benefit scheme for further information. Access to the LiveWell online portal is available at no additional cost.

log on to

livewell.optum.com

Access code: **paypal**

These programmes should not be used for emergency or urgent care needs. In an emergency, call the local emergency services phone number or go to the nearest ambulatory or emergency room facility. These programmes are not a substitute for a doctor's or professional's care. These programmes and their components may not be available in all locations, and coverage exclusions and limitations may apply.

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