

YOU supported.

Resources for your employees' mental health

Relationship issues. Post-traumatic stress disorder. Caring for an aging parent. When your employees are dealing with stressful situations — or ongoing mental health concerns — they may be unsure where to turn and what their benefits cover. Optum developed this toolkit to help you increase awareness of all that's available through your Employee Assistance Program (EAP) and/or Behavioral Health plan.

Mental health digital toolkit

With the recurring headline "YOU supported," the items in this toolkit convey the message that confidential, personalized support is available online or via phone, 24 hours a day.

People respond differently to different types of communication. We often need to hear a message several times to remember or act on it — and this may be even more true when we've got a lot on our minds. Using these materials together can help increase the likelihood of getting someone's attention when they need support most.

What's included:

- EAP & Behavioral Health brochure
- Behavioral Health Member Guide
- Emails
- Flyers
- Posters

How to use this toolkit

Brochure or Member Guide

- + This is a great piece to start with, as it has an overview of the available resources and contact information for your EAP and/or Behavioral Health plan.
- + If employees have mailboxes at work, you could distribute the brochure that way. Or, if they have desks, you could drop it off on their desks.
- + If they have covered family members, encourage them to share these materials at home to spread awareness of available resources.

Flyers

- + Post to the company intranet site or internal employee communications sites.
- + Send as an email attachment to all staff.
- + Consider printing copies and sending them via internal or direct mail.
- + Hang in high-traffic locations. Look for bulletin boards, hallways, conference rooms, restrooms and/or break rooms.

Posters

- + Display in high-traffic locations. Cafeteria bulletin boards, hallways, conference rooms, restrooms and/or break rooms are good places.
- + Place near the workspace of someone who is able and available to answer employee questions.

Emails

- + Send to all applicable employees.
- + When choosing a time to send, pay attention to when they might be most likely to have time to read an email. Tuesdays and Wednesdays often work best, but the day and time will depend on your employees' work schedule.
- + Launch email — Provides an overview of your EAP and/or Behavioral Health benefits plus links to liveandworkwell.com. Send this email shortly before coverage starts.
- + LiveandWorkWell registration email — Simple and direct, this email drives employees to liveandworkwell.com. It's a good reminder of benefits and should be sent about a month after benefits become available.
- + LiveandWorkWell benefit email — This email can be sent in addition to or in place of the LiveandWorkWell registration email. Consider sending it as a reminder of available resources before particularly stressful times of the year, such as holidays.

How else can you help employees?

Be known as a trusted resource. Be able and available to answer employee questions and think about how you can keep sharing resources with employees throughout the year. Direct employees to **liveandworkwell.com**, where they can answer a few questions about how they're feeling — and their goals — and receive recommended resources to meet them where they are in their mental health journey.

Learn more at

liveandworkwell.com

To access as a guest, enter your company's access code.

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.