

Virtual visits connect you to care in the comfort of your home



Get support and treatment from clinicians for mental health issues, such as depression and anxiety, with online virtual visits through your Employee Assistance Program (EAP/Worklife). Virtual visits use secure video conferencing apps, and all therapists are part of the Optum provider network.

You, supported

Virtual visits offer you:

- Confidential appointments that work with your lifestyle
- A network of therapists in all 50 states
- The care you need sooner,¹ in the comfort of your own home²

To get started:

1. Sign in to liveandworkwell.com.
2. From the home page, select **“Get your no-cost counseling visits.”**
3. You’ll receive a **confirmation letter** that verifies your coverage. Just **show it to your provider** before or during your next visit.



You may need an authorization before setting up your appointment. When you search for a therapist for your virtual visit, look for the **“Get your code”** button or call your (EAP/Worklife) at **866-248-4096**.

8,500+ Providers | **Confidential** | **Virtual visits**

1. DocWay. Based on a January 2017 Genoa Telepsychiatry Survey across all behavioral health members who utilized telemental health services from November 1, 2016, to December 31, 2017.

2. As per state telehealth rules and regulations.

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.

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks 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. © 2023 Optum, Inc. All rights reserved. WF10165994 228466-042023 OHC