



IBEW Local 18-Sponsored Optum Employee Assistance Program (EAP)

IBEW Local 18 members enrolled in an IBEW Local 18-sponsored Anthem Blue Cross medical plan have access to confidential* EAP services through Optum Behavioral Health. This benefit is separate from your employer's EAP.

Overview

The Optum EAP can help you and your family members with day-to-day challenges, major life changes, and anything in between. Licensed clinicians are available to assist you with issues you may be struggling with, including but not limited to:

- Anxiety and stress
- Coping with grief and loss
- Parenting and family problems
- Alcohol and drug abuse

Benefits

EAP services are available at no extra cost to you. This includes referrals, seeing in-network clinicians, access to www.liveandworkwell.com and initial consultations with specialists. All enrolled members (and their household members too) have **eight (8) confidential sessions with a behavioral health counselor available, per incident.**

Please remember that the EAP is available to your household members, even if they are not enrolled in an IBEW Local 18-sponsored Anthem Blue Cross medical plan. Household members can include:

- Spouses/domestic partners
- Children (including out-of-state children)
- Parents, Grandparents, or other family members
- Roommates

Confidentiality

Rest assured your Optum services are confidential in accordance with the law, between you and your provider. Optum will **never share** your personal records with your employer, IBEW Local 18, or anyone else without your permission.

Optum EAP - Available to IBEW Local 18 Enrollees

If you or a loved one need assistance or are in crisis, please know that you can call the Optum EAP at any time, any day.

(877) 449-6710

Optum Public Crisis Line - Available to Everyone

Currently available to everyone, including those not enrolled in an IBEW Local 18-sponsored Anthem Blue Cross medical plan. Please note, access to this line may be subject to change.

(866) 342-6892

National Suicide Prevention Hotline - Available to Everyone

For those in crisis please know that there are resources available including a suicide hotline.

(800) 273-TALK (8255)

Contact Information

To get started using the EAP benefits, simply contact the Optum EAP at **(877) 449-6710** or navigate to www.liveandworkwell.com and enter access code: **IBEW18**.

The well-being of yourself and loved ones is extremely important. The IBEW Local 18 EAP benefit is intended to be there when you need it, so if you or your family members need help, please contact the Optum EAP.

*Confidential in accordance with the law.

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.

If you or someone you know is feeling overwhelmed with stress or thinking about suicide, seek help right away. If someone is in immediate danger, call 911 or go to the closest emergency room. To talk with a trained counselor, you can call the National Suicide Prevention Lifeline anytime at 1-800-273-TALK (1-800-273-8255).