



YOU

supported.

Virtual visits: Connecting to care in the comfort of your home.

Virtual visits use secure video conferencing apps to connect you with Employee Assistance Program (EAP) providers online. With virtual visits, clinicians can assess and treat general mental health conditions, such as depression and anxiety. Treatment is provided by therapists who are part of the Optum provider network.

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. Log on to liveandworkwell.com. Register with your HealthSafe or enter your company access code: aim
2. Under **"Find Care"**, select **"virtual visits"**.
3. Review the **"How it works"** instructions, then select **"Get Started"** to find a provider licensed in your state.



You may need to get an authorization before setting up your appointment. When you access the provider search to find a therapist for your virtual visit, look for the **"Get your code"** button or call your EAP at **866-374-6061**.

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.

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