



# Support for everyday life



## Welcome to purpose-built solutions that help your organisation reach its full potential.

Optum® Emotional Wellbeing Solutions is more than your traditional employee assistance programme (EAP). Emotional Wellbeing Solutions empowers global leaders with the tools and know-how to make wellbeing a permanent part of your organisation's culture by giving people support for everyday life.

We help people deal with challenging situations, such as stress and burnout, parenting, caregiving, personal finances and more – all so your people live healthier lives, and your organisation gets stronger, more productive and resilient.

### How we're making an impact

- Immediate access to telephone support from emotional wellbeing specialists<sup>2</sup>
- 83% of global users report feeling more confident coping with stressful issues<sup>2</sup>
- Service in 200+ countries and territories 1.5-day global reduction in absenteeism<sup>3</sup>
- 3.8-day global improvement in presenteeism<sup>3</sup>

**67%**

of individuals report feeling less stressed after calling for support<sup>1</sup>

**51%**

of individuals who call want in-the-moment support<sup>1</sup>

**United  
Healthcare**  
Global

## An experience that truly serves your people



### Access anywhere, anytime

We help members manage the situations they face in everyday life, whether big or small. With telephone, text, digital and in-person support, help is just a click or a call away. Employees can engage with us when they like, how often they like, and from wherever they like, so they can feel better faster.



### Personalised support options

Emotional Wellbeing Solutions provides personalised, guided care through every step of an employee's journey. Our digitally enabled navigation creates a circle of support for your people, from self-care tools and coaching, to peer-to-peer support and mental-health resources.



### Purpose-built for your organization

Our wellbeing solutions should be as unique as your organisation. We devote dedicated resources to your needs, whether that's apps and tools selected for a mobile-first workforce, or support in the language of the countries where your teams work.



"When I called, the reps on the phone were warm, caring and friendly. They listened without judgment and directed me to the proper resources. The process was seamless in connecting me with the help I needed quickly. It was a true lifesaver for getting myself back in balance."

— Donnie, member

## Connecting your people to care, with care

- Emotional wellbeing specialists trained to provide real-time telephone emotional support at any time: 24 hours a day, 365 days
- Fast referrals to additional in-person or virtual care resources, at both global and local levels
- Access to a wide range of support available 24/7, from mental health services to tools for managing everyday life stressors

### Offering support for everyday life – and beyond



Stress and burnout



Parenting and caregiving



Relationships



Mental health



Financial concerns



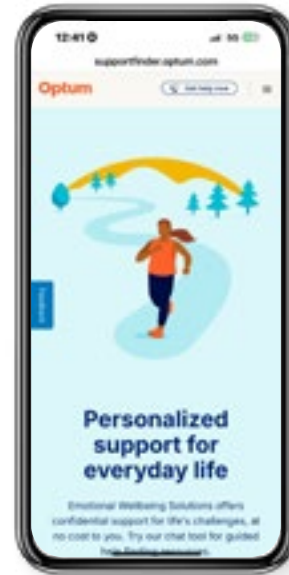
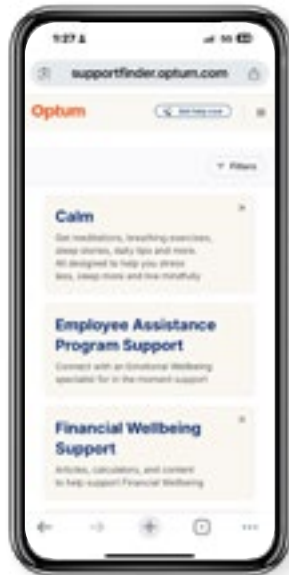
Care guidance and navigation



Legal issues

## Surrounding each person with care

Emotional support is just as important at home as in the workplace. Your people's family members are covered and supported by Emotional Wellbeing Solutions tools and programmes, so each employee can be surrounded with a network of wellbeing every day.



## A comprehensive collection of resources that goes wherever employees do

Our digitally enabled tools and programs give your people personalised, guided care through every step of their journey and help them feel more in control of their emotional wellbeing day-to-day. This digital front door collects all the resources they need into a single point of connection.

“A lot of the calls are regular people who are going through the hardest time in their lives. I will often be the first counsellor the member has ever talked to and usually, by the time they are calling, they really need some support. In this job, I get to give that support.”

**Beth N.**

Emotional Wellbeing Specialist with a master's degree in counselling and psychological services



<sup>1</sup>Optum analysis of EAP book of business NPS Survey, Q1 2023.

<sup>2</sup>International Satisfaction Data & Analysis report through February 2023 end month, Issue Management and US EAP FUSS Satisfaction Survey Customer Report – Section III January 1–February 28, 2023.

<sup>3</sup>International Satisfaction Data & Analysis report and US EAP FUSS Outcome Report, January 1–March 13, 2023.