Optum

Member Step by Step Guide to access your Oakland County Optum EAP and WorkLife Benefits

Logging into Optum's Live and Work Well (LAWW) EAP site to browse as a guest

Step 1	Go to **www.liveandworkwell.com** to access all the resources available through your CommunityAmerica Optum Employee Assistance with WorkLife Services Program. All employees and their household dependents are eligible for services and will have up to **Five (5) no cost counseling visits** available per reason, per member, per year.
Step 2	Click "**Browse as a guest with a company code**" located underneath **"Register to Sign In"**
Step 3	Enter guest access code **Oakgov** and click "**Enter**" (if you ever find that you do not know the access code, click on **"Forgot your access code"** and select **Oakland County** from the drop-down list.
	Please note that you can browse as a guest to view your benefits, search for providers, access Talkspace and SelfCare by AbleTo, or explore all the articles, videos, and self-help tools that are available on a wide variety of topics. If you wish to obtain an authorization code, get help with finding the appropriate type of care, or schedule virtual visits online, you will need to register on the site.

Steps to Register on the LAWW site and request an authorization code online for EAP sessions
Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

	Registering on the Live and Work Well (LAWW) site
Step 1	If you wish to obtain an authorization code online via the Live and Work Well site, you first must register on the site. Go to www.liveandworkwell.com, then click on **"Register."**
Step 2	Create an Optum HealthSafeID by entering your information into the requested fields. It will ask **"Do you want to register with your Member ID or Social Security Number?"** Select **Social Security Number** from the drop-down menu. At this point, you may leave the field blank **OR** enter the last six digits of your SSN and hit **"Continue."**
Step 3	Create a username and password, enter your email address, and select how you would like to have your identity verified should you have trouble signing in. Then click **"Create my ID."**
Step 4	You will be asked to select a method to confirm your information (email, call, or text). Then enter the confirmation code you receive and click **"Submit."**
Step 5	As the last step, you will be asked who your benefits are provided through. Select **Oakland County** from the drop-down box and then hit **"Continue."**
	NOTE: Please contact technical support at **1-866-894-5795** *if you receive an error message or need technical assistance during this process. They can assist with browser issues or issues related to a previously created Health Safe ID through another Optum vendor or employer coverage.*
	Requesting an authorization code online
Step 1	From the home page of **liveandworkwell.com** , click on **"Go to EAP Benefits"** on the "what EAP can do for you?" tile**.** On the EAP page, scroll down to **"Access your 5 no-cost counseling visits"** and click on **"Sign Infor Code"**. You may enter the credentials you created as your HealthSafeID when you registered on the site.
Step 2	To get the code, you will be asked if a series of conditions apply to you. If none apply, choose **"None of the Above"** and then select from the drop down what your most pressing concern is. Click **"Next."**
Step 3	You will be asked to verify your relationship to the policy holder (the employee) and provide your name, address, email address, and date of birth. If you are not the primary policy holder, you will be asked to provide the primary policy holder's information on the next screen. Then click **"Next"** and you will be provided with your Authorization Code. Your authorization code will also be securely emailed to you.
Step 4	From here, you can click on **"Provider Directory"** to search for a provider. **NOTE** your newly issued Authorization Code will appear on the left side of the screen on the provider directory

	page. Please give this code to your provider on your first visit, to ensure the claims are properly submitted through the EAP.
	NOTE: Now that you have registered on the site, you can choose "Sign In" the next time you go on liveandworkwell.com. Your authorization code will automatically populate when you go into the Provider Search screen.

Steps to call Optum EAP to get an authorization number and find a provider

Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

Step 1	Call **1-866-248-4096** and identify yourself as a **Oakland County** employee, **dependent or, household member of a CommunityAmerica Credit Union employee**. *Please be sure to reference the company name as listed in this section when calling. Understand our system may be sensitive to spelling, spacing, etc. and as such, please do not allow the representative to turn you away if they are not able to find the company. Optum representatives can search by other company names and aliases listed in the system that will provide them with access to your EAP benefit information. Please ask the representative to search by "Alias Name" if you are told they cannot find your company by name.*
Step 2	**Request an authorization code for EAP visits.** The representative will provide you with the authorization code over the phone and will also securely email it to you.
Step 3	**Request assistance in finding a provider**. If you would like the EAP specialist to assist in searching for a provider, please let the representative know your preferences. Some filter options are: Accepting New Patients, Platinum Rating, Virtual visit (Online Therapy), Gender, Scheduling, Treatment options, Language, Ethnicity, and more. By using these filters, you can find the perfect provider who matches exactly what you need. The EAP specialist will provide you with the provider's contact information. Your Optum EAP Program offers **First Call Provider Search** to their members. That means the EAP specialists can conduct a search and get back to you with a list of providers and their availability. This way, you may contact an available provider directly to schedule your visit. Be sure to provide your authorization code to the provider to ensure the claims are appropriately submitted to the EAP at no cost to you. Please note average time to care is within 8 days for in person or 5 days for virtual visits. If you feel you need to speak to a provider sooner, you can ask for a Telephonic EAP (TEAP) with the EAP specialist on the line with you. Our specialists are licensed counselors and may be able to assist you. No authorization code is required for that visit, and you can schedule a follow up appointment with that counselor if needed. These visits will not count towards the six (6) counseling sessions available under your program. Another available option for quicker access would be to utilize Talkspace. Please see below for directions on how to access that network via their app or website.

Steps to access Talkspace

Please note: An authorization code is required to schedule EAP sessions with all providers including TalkSpace

Step 1	To get started, call your Employee Assistance Program at **1-866-248-4096** or go to **LiveandWorkWell.com** to **obtain an authorization code** *prior* to registering. Refer to the directions on this document on how to obtain an authorization code.
Step 2	Once you have your authorization code, scroll down on the Live and Work Well home screen to where it says, **"More Benefits"** and then click on **"Get Started"** on the tile that says, **"Get 24/7 Access to a Therapist"**.
Step 3	Click on **"Get Started"** in the box that says "**Use my Employee Assistance Program (EAP).**
Step 4	Enter your information and put your authorization code in the box that says, "**Authorization Code."** Hit "**Continue."**
Step 5	From here, you will be guided through a provider matching tool to select the most appropriate provider for your needs. Once you have selected a provider, you may start corresponding with that provider right away using your browser or the Talkspace

| | app. Talkspace provides the opportunity to access providers available throughout the US and the ability to have a visit virtually, telephonic or via text. One week of texting will equal one visit and these visits will count towards the six (6) visits available under your program. |

Steps to access SelfCare by AbleTo

Step 1	To get started from the LAWW site Home page, scroll down to the Mental Health section **"Feel better at your Own Pace"** tile and click on **"Explore Self Care."**
Step 2	Click on **"Try Self-Care."** You will be asked to answer a few questions about yourself and how you are feeling. Then, you will be asked to provide your Name and Date of Birth and agree to Terms of Use and Privacy Guidelines.
Step 3	To create the account, please enter your email address and password.
Step 4	At this point, you may continue to the browser version of **AbleTo** or download the app from the Apple Store or Google Play store. Search for AbleTo and sign in with the credentials you created. The app will create a personalized experience based on your needs.