

# virtual visits: See and speak with a therapist online



During these challenging times, it may be hard to leave your home for therapy appointments due to social distancing or quarantine.

Virtual visits use secure video conferencing apps to connect you with Employee Assistance Program (EAP) providers over the internet. 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 EAP provider network.

## Virtual visits offer you:

- Convenient appointments that work with your lifestyle
- A network of therapists in all 50 states
- The care you need sooner,<sup>1</sup> in the comfort of your own home\*

## Take the first step.



Log on to **liveandworkwell.com** with your HealthSafeID or Access code: **westernu**



Under the **"Find a Resource"** tab, select **"Virtual Visits"**.



Review the **"How it works"** steps, then select **"Get Started"** to find a provider licensed in your state.



You will need to get authorization before setting up your appointment. Get your authorization on **liveandworkwell.com** in the **"benefits and claim"** tab. Or call your EAP at **800-234-5465**

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.

\*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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