

# Liveandworkwell.com

The online behavioral health & wellness site for UnitedHealthcare members



Free, confidential, online access to your Behavioral Health/  
Substance Abuse, EAP and WorkLife benefits, plus information  
and tools to help enhance your wellness, well-being work and life.

- Liveandworkwell.com delivers credible, timely, evidence-based content and tools (Clinician reviewed content)
- Mind-body integration for practical, low-cost approach to wellness
- English and Spanish (MenteSana-CuerpoSano.com) content

**For Members:  
Enrich your life  
or get help  
with issues**

- Access to care and benefit self-management
- Self-help and prevention programs
- Information and resources

**For Clients and  
HR/Benefits Managers:  
Promote wellness  
and lower expense**

- All Member Content PLUS:
  - **Admin Toolbox (Password Protected)** – Site use reports, training catalog, member engagement tools
  - **Member Engagement Resources** – communication calendar, topical PDFs, newsletters and more

# Liveandworkwell.com

- A spectrum of support



## Content mix varies by benefit type:

- Mental Health and Substance Use
- EAP
- WorkLife

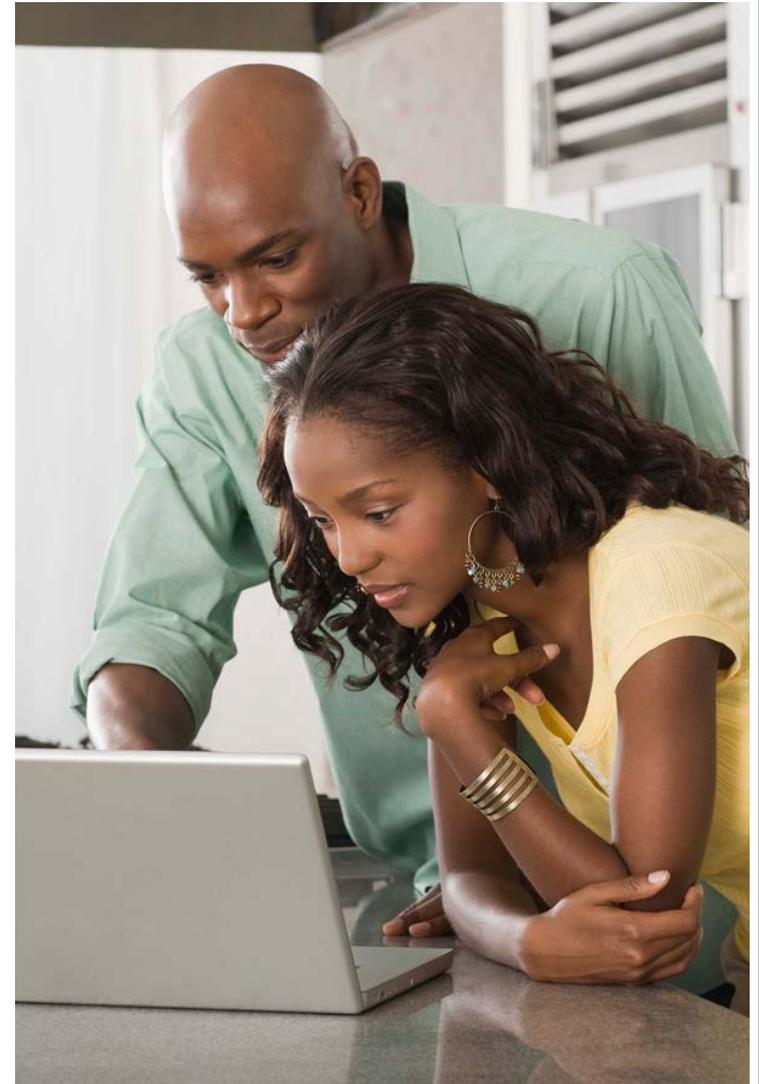
## Content addresses:

- Enhancing your life
- Dealing with major life changes
- Coping with stress, mental health, substance use, addiction and grief issues

# Liveandworkwell.com: What's in It for Me?



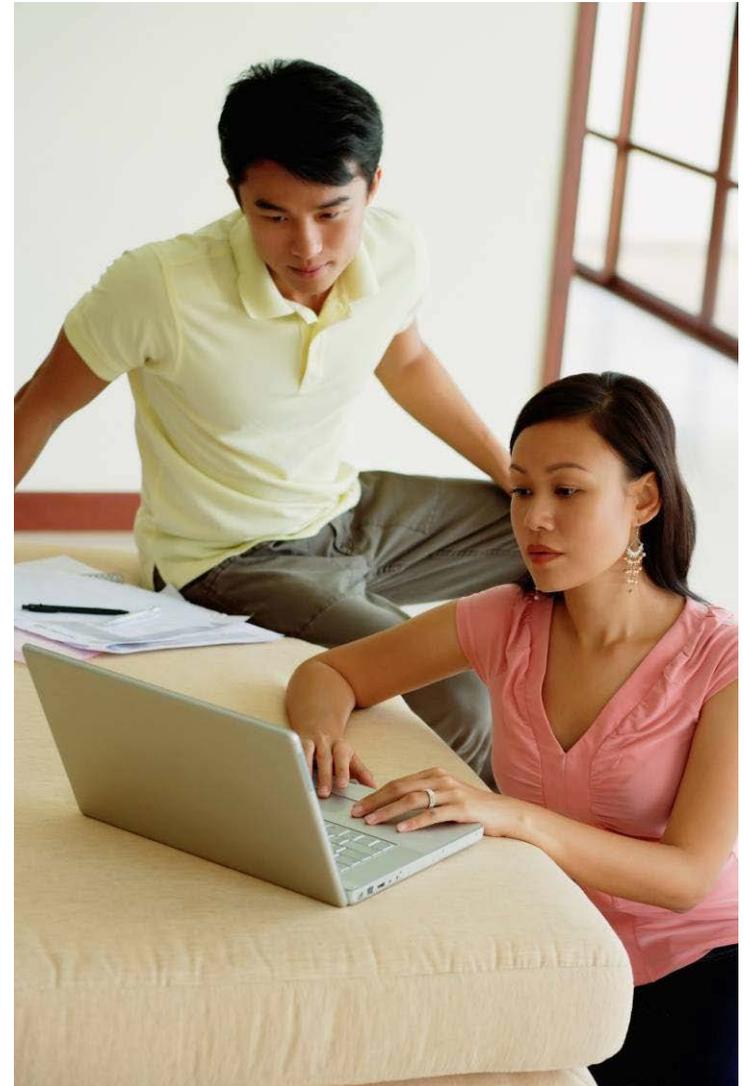
- Access to Professional Care
  - Find a Clinician search tool (mobile option too!)
  - Claims & Coverage Toolkit: Check benefits, get visit approvals and submit/monitor claims
  - Phone, email or web chat support options
  - Lawyer and financial planner consults
- Self-Help Programs and Tools
  - Cognitive therapy based programs on Depression, Anxiety, Stress, Drinking/Drug Use
  - Therapeutic online journaling
  - Mini Health Assessments with instant feedback
  - Use databases to lookup information/resources on childcare, eldercare, schools, colleges, health, alternative medicine, drug interactions and more
  - Use free budgeting tools, retirement planner, financial calculators, will kits, and legal document library
  - Teen behavioral change/stop smoking online planners
- Educational Information
  - Explore over 100 *Live Well, Be Well* and *Work Well* Centers to easily find information/resources on popular topics
  - Read or email health and well-being articles (over 5,000 available), newsletters; participate in discussion boards; view/listen to videos, webinars
  - Help your teens and kids: wellness related tools, articles, stories, movies, games
- Know what's new: rotating *Spotlights*, newsfeeds, RSS and *My Benefits & Programs* section keep you in the know!



# Liveandworkwell.com: Value to the Member



- **Empowerment** – The ability to manage your own health and well-being; a better understanding of how to use and the value of your benefits
- **Convenience** – Fast, 24 x 7 access to information and administrative transactions including online certification, claims submission, claims status, and benefit and eligibility inquiry
- **Privacy** – Access and use confidential to the full extent of the law
- **Access to Care** – Clinician/facility search, Care Advocate web consults and powerful online self-help tools
- **Credible & Personalized** – Delivers credible, timely and evidence-based content and tools. Members may select topics that are relevant to them



# Liveandworkwell.com: Value to the Client



- **Increase Member Satisfaction** – Members will better understand, value and utilize their benefits
- **Promote Consumerism/Supporting Your Wellness Programs** – Members are empowered to manage their health and well-being by using the content and tools
- **Increase Productivity & Presenteeism; Reduce Absenteeism**
- **Reduce Health Care Costs** – Improve member health and well-being
- **Manage Administrative Costs** – Reduce HR benefit inquiries
- **Use a robust technology platform that provides secure HIPAA-compliant interactions**
- **Customization options and updating**

# Liveandworkwell.com: Accessing the Site



The screenshot shows the liveandworkwell.com website. At the top left is the logo. Below it is a navigation bar with links for Home, Site Tour, Forms, and Help. The main content area is divided into several sections:

- How to get to your Member Welcome Page:** A text block explaining that users need an anonymous access code or register/login to reach their organization's Welcome Page.
- Members: Login or Register:** A form with fields for Username and Password, and a Login button. A link for "forgot username?" is below the Username field, and "forgot password?" is below the Password field. A blue button below the form says "Not a member yet? Register here."
- Members: Access Anonymously:** A form with an Access Code field and a Go button. Text above the field explains that users can access the site anonymously if they know their Access Code.
- Member Services:** A sidebar menu with options: Register or login to access benefits & manage claims, Search for Clinician, Get care and services, and Contact us.
- Hot Topics:** A list of topics including Mental Health, Video Voices of Hope, Drinking, Drugs & Addictions, Self-help programs, WorkLife balance, and Quitting Tobacco.
- Today's News:** A list of news items including Antidepressants in Pregnancy Tied to Slight Risk of Lung Disorder in Babies, Health Tip: Take Precautions When Exercising, Health Tip: Is Baby in Pain?, and Precancerous Calls on Cervix Tied to Higher Risk of Disease, Death.

At the bottom of the page, there are several award logos: INTERACTIVE MEDIA AWARDS WINNER 2012, NQA ACCREDITATION, URAC ACCREDITED HEALTH UTILIZATION MANAGEMENT, and eHealthcare Leadership Awards 2012 WINNER. There is also a footer with links for Terms & Conditions, Privacy Policy, About Us, and page feedback, along with language assistance options in multiple languages.

## Several ways to enter:

- Members with behavioral health benefits through OptumHealth can create and log in with a username and password to reach their custom member page
- Members can log in using only an access code (anonymously)
- Members can link from myuhc.com<sup>®</sup>, MyOptumHealth.com or the eHealth Portal
- We can give clients a “deep link” for their intranet (we recommend this so members can easily access the site without having to login)

# Liveandworkwell.com: Access to Care – Clinician Search



liveandworkwell  
liveandworkwell.com

## Clinician Search



The general Clinician Web Search provides you with a list of Behavioral Health Clinicians and Clinician Groups.

**Important note -** It may take up to 10 business days to be seen by a clinician. If you feel you need urgent help, please call the toll free number for Mental Health / Substance Abuse on your Insurance ID card.

United Behavioral Health (UBH) provides this listing of clinicians and clinician groups for informational purposes only. Many benefit plans require you to call UBH to obtain certification before you obtain services. Services that have not been certified as required by your benefit plan will not be eligible for reimbursement. UBH will certify services and clinicians that are appropriate given your unique circumstances and your benefits (the clinician may be different from those you've looked up).

**Searching for an in-patient facility?**  
Most Plans support the ability to request a certification online for routine inpatient procedures. From the liveandworkwell home page, go to My Claims & Coverage and select "Certification Request" and follow the easy instructions. If you are seeking for an in-patient Mental Health or Substance Abuse facility for partial hospitalization, residential, rehabilitation, detoxification or other inpatient services, please call the toll free number for Mental Health/Substance Abuse on your insurance ID card and our skilled staff will assist you in finding a facility to meet your needs.

**Seeking Employee Assistance Program Services?**  
The full range of clinicians is listed for persons seeking to use their mental health and substance abuse benefits. Master's level clinicians are the most appropriate resources for EAP services because Employee Assistance services are for assessment and referral. If you need further treatment, these master's level clinicians are also available for mental health and substance abuse services or you may be referred to another clinician.

**Please Note:**  
We want this to be an accurate tool for your convenience. Data is updated at least weekly but it may have changed. Be sure to have the provider confirm network participation before scheduling or receiving services. Provider information changes frequently and they may not have updated us. Use the Clinician Feedback link to advise us if you find a listing that needs updating. You'll find it on the Clinician Detail page that is linked from your Clinician Search Results page. Our network will contact the provider for current information.

**Applied Behavior Analysis Services**  
Specialists providing Applied Behavior Analysis Services for the treatment of Autism can be found under Clinician Search by specialty for independently-granting Board Certified Behavior Analysts and under Facility Search by specialty and program for ABA agencies. Please select Applied Behavior Analysis (ABA) for both specialty and program search parameters. Please make sure to verify benefits and eligibility and obtain appropriate authorization for these services before contacting the provider.

## Facility Search

To find inpatient Mental Health or Substance Abuse facility for partial hospitalization, residential, rehabilitation, detoxification or other inpatient services, please [click here](#).

## Clinician Search

### 1. Search For

- All Clinician
- Medicare & Medicaid Clinician only
- Medicare Clinician only
- Medicaid Clinician only

### 2. You must select a state

State:

### 3. Enter only one of the following: City, Zip/Postal Code, First & Last Name, or Group Name.

#### Search By City

City:

Radius: within  miles of city

#### Or Search By Zip/Postal Code

Zip Code:

Radius: within  miles of zip

#### Or Search By Clinician Name

Last Name:

First Name:

#### Or Search By Group Name

Group Name:

### 4. Narrow The Search

Clinician Type:  [Clinician Types info](#)

Gender:

Ethnicity:

Areas of Expertise:

Language Spoken:

Location Condition:

To select multiple items in a list, for Windows, Press and Hold the CTRL key, then select the items. For Macintosh, Press and Hold the Command key, then select the items.

- One of the most popular features on the site is the **mental health clinician search\***
- Searches can be narrowed by:
  - Medicare/Medicaid
  - Location
  - Specific licenses
  - Gender
  - Ethnicity
  - Languages spoken
  - Areas of expertise, such as depression, couples therapy or sleep disorders
  - Office hours, handicap accessibility, transport access, etc.

# Access to Care: Self-Service Transactions Claims & Coverage Toolkit



## Registered users can proactively manage their care online 24/7 with *Claims & Coverage Toolkit*.

- Check eligibility and coverage
- Monitor claims, payments and any authorizations
- Submit claims online
- Select paperless EOBs
- From the Toolkit, you can also secure message or web chat if you need help

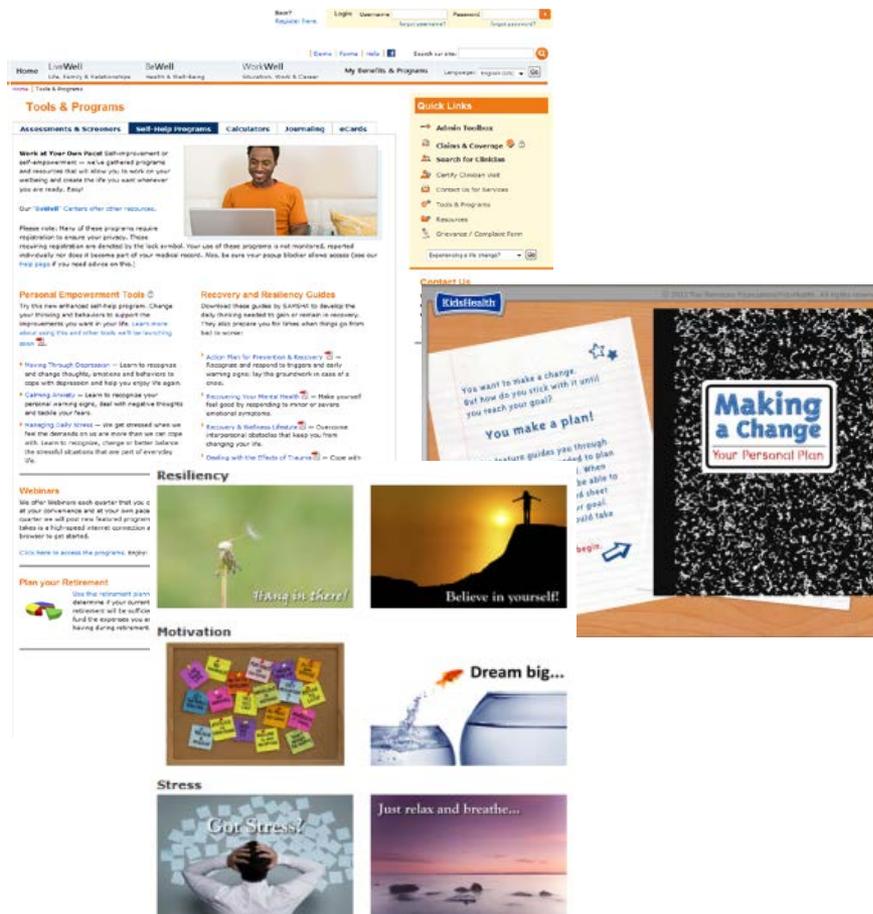
The screenshot shows the liveandworkwell website interface. At the top, there is a login section with fields for Username and Password, and links for 'Register here', 'forgot username?', and 'forgot password?'. Below the login section is a navigation bar with tabs for Home, LiveWell, BeWell, WorkWell, and My Benefits & Programs. The main content area features a 'Your Claims and Coverage Toolkit' section with a description and a 'Learn More' link. To the right is a 'Quick Links' sidebar with a red box around the 'Claims & Coverage' link. Below the sidebar is a 'Today's News' section with several news items. At the bottom, there is a 'Claim Summary' section with 'Member Information' and a table of claims data.

Claim ID	Service Code	Service Description	Total Charge	Total Payment	Total Member Responsibility	Details	Include in Summary
4/5/2018 to 4/5/2018	Edc040	Dermis Provider	\$228.00			Details	<input type="checkbox"/>
3/20/2018 to 3/20/2018	Panc040	Dermis Provider	\$208.00			Details	<input type="checkbox"/>
2/5/2018 to 3/12/2018	Gon040	Dermis Provider	\$368.00	\$168.00	\$168.00	Details	<input type="checkbox"/>
<b>Total: 3</b>							

**Demo available to show how easy it is to use**

# Interactive Self-Help Programs

## Self-help programs enable self-paced interactive learning



- Cognitive Behavioral Therapy Programs: Depression, Anxiety, Stress, Drinking and Drug Use - assessments, vivid tools and images, peer stories and expert advice, useful exercises and techniques as well as self-assessments, tracking tools and progress reports
- Therapeutic Online Journaling – private journaling with options for managed sharing for additional outreach and support
- Webinars & Interactive Educational Programs – Balancing Home & Work Life, managing stress, ADHD, Depression, Bipolar Disorder, Schizophrenia, Wellness, Weight Management, Wellness and more
- Supportive eCards

# Online, Interactive Self-Help Programs



## • Personal Empowerment Programs

- Depression
- Anxiety
- Stress
- Recognizing at-risk drinking/drug use

## • Cognitive therapy based – supports personal change over time and can be used to support treatment as well.

## • Assessment and progress tracking – initial assessment with feedback plus daily journal to track mood improvement

## • Self-paced, private

Stress and Satisfaction in My Life Areas



# Interactive Information & Resources: Find Resources/Searchable Databases



## • Searches and checklists:

- Child or eldercare
- Schools, universities, camps
- Lawyers, finance help
- Pet care
- Volunteer opportunities
- National resource database
- And more

**liveandworkwell** a member of SNAP Seniors Living

**Sunrise of Golden Valley**  
4850 Olson Memorial Hwy  
Minneapolis, MN 55422-5131  
(763) 522-4000 Fax: (763) 522-6170

Services Offered: Assisted Living

Map showing location near Golden Valley, MN. SNAP ID: 121-530

**Eligibility**  
All genders welcome

**Care Options**  
Licensed nursing care provided for eight (8) or less hours per day  
No licensed physician care provided

**Personal Assistance**  
Activities of Daily Living (ADLs)  
Catheter management  
Pool care  
Sitting, standing, walking, and getting in and out of bed  
Toileting  
Medication management

**Care Services**  
Adult day care  
Audiology  
Dental care  
Eye care  
Hospice  
Massage therapy  
Mental health counseling  
Occupational therapy  
Physical therapy

**Living Space Options**  
Studio or efficiency apartments  
One bedroom apartments  
2+ bedroom apartments  
2+ bedroom houses  
Private bedrooms with private bathrooms  
Private bedrooms with shared bathrooms  
Shared bedrooms with shared bathrooms

**Accommodations**  
Short Term and Temporary Stay Options  
Respite care

**Residents may bring pets**  
**Pet Types Allowed**  
Dogs  
Cats  
Birds

**Residents may bring their own furniture**  
**Security Features**  
24 hour controlled access  
Door alarms  
Emergency in-room call system  
Fire sprinkler system

**EUREKA** Member Login

username   
password   
Forgot Password? Log in

Or

Not yet a member?  
Sign up now!  
or  
Enter site ID code [?]

Join our mailing list and stay up-to-date on the latest in EUREKA products and special offers!  
  
Join

**discover your prospects!**

**looking**  
for all the characteristics that best describe you?  
Career Assessments  
We offer career assessments that will assist you in identifying your Personality, Transferable Skills, and preferred Job Characteristics!

**searching**  
for a career that's just right for who you are and what you want?  
Careers  
We provide detailed descriptions on more than 800 career options, and references to more than 1,500 career specialties.

**digging**  
for information on programs of study and majors that meet your needs?  
Schools & Training Resources  
We offer information on Colleges, Universities and Short-Term Training Programs. If you are making a career transition or just deciding on a career, our information should be useful.

What's New

Find a job:  
careerbuilder.com

# Interactive Resources: Assessments, Tools, Calculators



Search tools, health assessments, budgeting tools, online will kits and more



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**Main**

- Local Attorneys
- Financial Resources
- Legal Library
- Financial Library
- Legal Forms
- Financial Tools
- Legal Tools
- Help

**Welcome to CLC's Legal and Financial Resource Center.**

You may browse the resources below or you may search the site by using the search box above. This center is designed to provide general information and resources on legal and financial matters. It is not meant to replace or supercede the counsel and advice of licensed professionals for your specific matter.

<a href="#">Local Attorneys</a>	<a href="#">Financial Resources</a>
<a href="#">Legal Library</a>	<a href="#">Financial Library</a>

Hundreds of professionally written articles covering a wide variety of legal topics.

Hundreds of professionally written articles covering a wide variety of financial topics.

- **Legal Guides** - Hundreds of professionally written articles on numerous Legal topics.
- **Financial Guides** - Hundreds of professionally written articles on numerous financial topics.

<a href="#">Legal Forms</a>	<a href="#">Financial Tools</a>
<a href="#">Legal Tools</a>	<a href="#">Need Help?</a>

Thousands of sample legal forms to cover most of your legal situations. Choose from a list of our most popular topics or search for the specific forms you need.

We are partnering with the leaders in the legal and financial community in order to provide the highest quality tools and calculators online.

Create a will, financial power of attorney, living will or final arrangements, online in less than one hour. All documents come with complete instructions and you can save the documents online so that you can update them later. In order to protect your privacy **registration is required.**

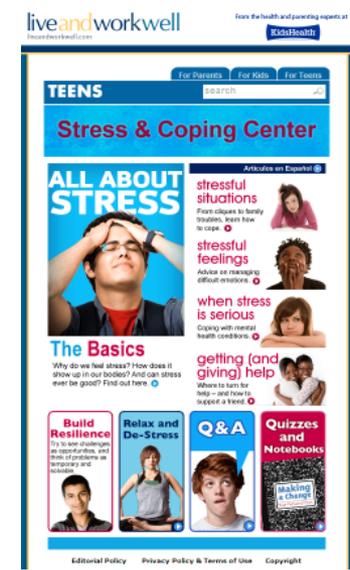
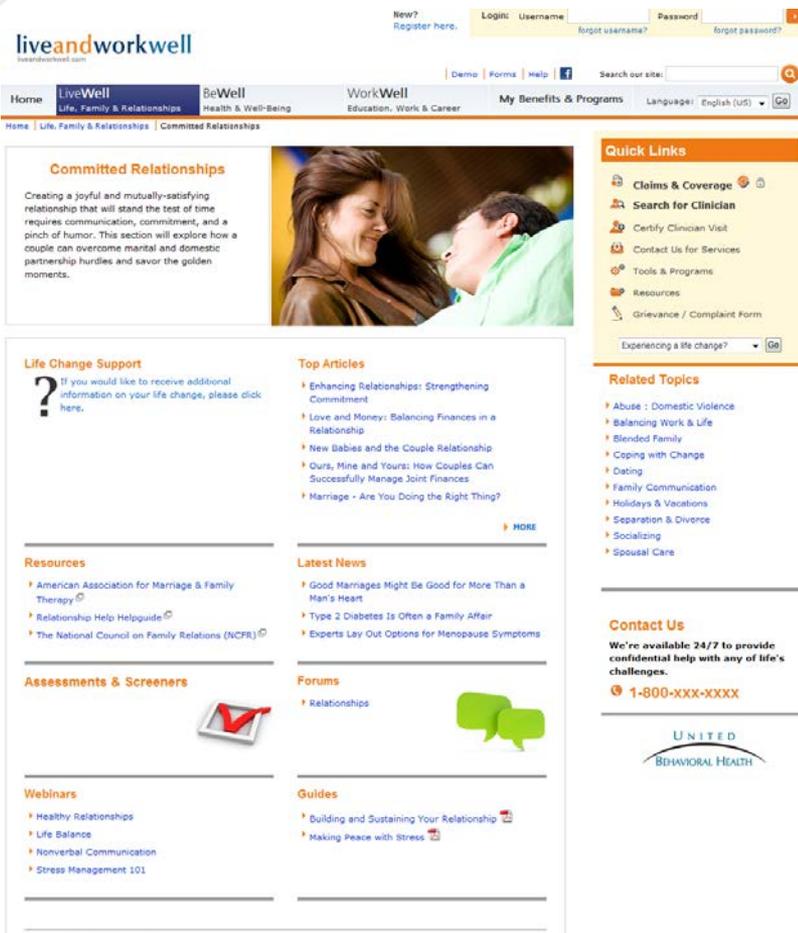
We are here to help you find what you are looking for.

# Information & Resources: Centers Offer Rich Variety on 100+ Well-being Topics



## • Enrich your life or get help with problems:

- **Live Well** – Relationships, parenting, eldercare, care giving, financial & legal, retirement, safety, disaster resources
- **Be Well** – Healthy living, recovery and resiliency, addictions, conditions
- **Work Well** – Career/workplace issues, manager resources, school/education, self-improvement, travel



**Engaging Interactive Centers for Kids/Teens, too!**

# Liveandworkwell.com

**Providing proactive, personal solutions like Liveandworkwell.com is one more way that UnitedHealthcare strives to improve people's total health and their ability to lead productive lives.**



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# Thank You.

For more information about [Liveandworkwell.com](http://Liveandworkwell.com) or Behavioral Solutions from OptumHealth, contact your Optum sales executive or visit [www.optum.com](http://www.optum.com)  
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