

## OptumHealth<sup>SM</sup> Care 24<sup>®</sup> : Insperity's Employee Assistance Program

Your Comprehensive Health Information, Employee Assistance and Work-Life Package

As you go through life, you may be faced with health, personal, family or work-related challenges. Your Insperity benefits package includes a resource that can help you sort things out: **OptumHealth<sup>SM</sup> Care24<sup>®</sup>**.

**OptumHealth Care24** services integrate elements of traditional employee assistance programs, work/ life services and health information lines with a wealth of other resources. Care24 services provides confidential support, counseling, customized resources and referrals, along with practical information on hundreds of work and home life topics at no cost to you.

### Speak with Nurses and Counselors

When you call Care24's toll-free phone number, you can speak with nurses and master's-level counselors and other professional specialists who can help you develop a plan of action to address your concerns. If appropriate to your needs, Care24 can refer you to additional resources.

Care24 can assist you with concerns such as:

- Illness and injury
- Minor medical emergencies
- Wellness and nutrition
- Relationship concerns
- Marriage and family concerns
- Choosing appropriate medical care
- Medication information
- Financial and personal legal issues\*
- Grief and loss
- Stress management
- Emotional distress
- Child and elder care referrals

\* Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against OptumHealth or its affiliates, or an entity through which the caller is receiving OptumHealth services, directly or indirectly, such as an employer or health plan.

### Click on Health Information

OptumHealth Care24 provides an interactive website, **myOptumHealth.com**, that gives you access to comprehensive health and wellness information enhanced by interactive tools, guides and health videos. myOptumHealth.com combines physician-approved content and solutions to assist consumers who seek online health information to better manage their health. There is no cost associated with this website and no access code is needed.

### Chat Online with a Nurse

When you have medical questions, visit **nurselinechat.com/Insperity** to enjoy a personal live chat online with an experienced registered nurse who can provide valuable health information.

### Live and Work Well

Manage and take control of life's challenges with United Behavioral Health's **LiveandWorkWell.com**, (access code Insperity) provided by OptumHealthCare24. This site features podcasts, videos and webinars on a large variety of topics, as well as numerous resources designed to support well-being and work/life balance.

### Listen to Audio Messages

Care24's Health Information Library gives participants another convenient way to access health information. Simply call the same toll-free number and give the **Insperity-specific PIN (527)** to access recorded messages on more than 1,100 health and well-being topics. You also can choose to have the information faxed to you. Audio topics are also searchable through NurseLine.

### Your Privacy is Important

If you are concerned about how OptumHealth Care24 protects your privacy, we encourage you to discuss your concerns with the Care24 specialist who answers your call before you share any information about your situation.

For information and support 24 hours every day, contact OptumHealth Care24:

#### BY PHONE:

**866-402-0003**

#### TTY/TDD callers:

Please call the National Relay Center at **800-855-2880** and ask for 866-402-0003.

#### ONLINE:

Visit the Benefits Toolbox of the Employee Service Center<sup>SM</sup> at **insperityservices.com** and look for Employee Assistance Program information in **Health Benefits**.

## Insperty's Employee Assistance Program At A Glance

YOUR CARE24 RESOURCES	INFORMATION AND SUPPORT FOR THESE ISSUES AND MORE
<b>Registered Nurses</b>	<ul style="list-style-type: none"> <li>• Illness and injury</li> <li>• Choosing appropriate medical care</li> <li>• Chronic conditions</li> <li>• Men's, women's and children's health</li> <li>• Self-care techniques</li> <li>• Understanding a diagnosis</li> <li>• Taking medication safely</li> <li>• Preventive health measures</li> <li>• Working effectively with your doctor</li> <li>• Eating well and staying fit</li> </ul>
<b>Master's-Level Counselors and In-Person Sessions</b>	<ul style="list-style-type: none"> <li>• Marital concerns</li> <li>• Emotional distress</li> <li>• Parenting challenges</li> <li>• Stress and anxiety</li> <li>• Interpersonal conflict</li> <li>• Grief and loss</li> <li>• Career transition</li> <li>• Relationship issues</li> <li>• Addictive behaviors</li> <li>• Work-related worries</li> </ul>
<b>Attorneys</b>	<p>Personal legal issues*, including:</p> <ul style="list-style-type: none"> <li>• Wills and trusts</li> <li>• Divorce</li> <li>• Custody</li> <li>• Adoption</li> <li>• Tenant's rights</li> <li>• Power of attorney</li> </ul> <p><i>* Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against OptumHealth or its affiliates, or an entity through which the caller is receiving OptumHealth services, directly or indirectly (such as an employer or health plan).</i></p>
<b>Financial Professionals</b>	<p>Financial worries such as:</p> <ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Saving for college</li> <li>• Retirement planning</li> <li>• Reducing debt</li> <li>• Restoring your credit rating</li> </ul>
<b>Dependent Care Specialists</b>	<p>Child care and elder care:</p> <ul style="list-style-type: none"> <li>• Finding and choosing a wide range of care options and resources</li> <li>• How to interview providers</li> </ul>
<b>Community Resource Information</b>	<p>Tap into a vast database of:</p> <ul style="list-style-type: none"> <li>• Local community resources</li> <li>• National organizations and resources</li> </ul>