



Your UCSC Employee Assistance Program



Maximize your health and effectiveness at home and at work. You receive confidential, personal support for a wide range of issues, from everyday concerns to serious problems.

What can my EAP help me with?

Whether you want to resolve a stressful work situation, find child or elder care resources, or get advice about a financial concern, your EAP can help. You have access to in-person support for a wide range of personal and work-related issues, such as:

- Depression
- Legal/financial questions
- Managing stress & anxiety
- Substance abuse
- Workplace effectiveness
- Coping with grief and loss

What happens when I call?

An EAP Specialist will ask you a few questions to help you identify the best resource to assist you with your personal situation. If you need financial or legal services, you will be referred to an expert in the appropriate field. If you want to see a counselor, we will match you with an EAP counselor or therapist who is experienced in helping people with problems similar to yours. The EAP Specialist will give you all the information you need to schedule a convenient appointment. We will make every effort to satisfy your unique requirements, such as gender preference or language needs.

Does the EAP cost anything?

You have up to 3 EAP visits per year, with no co-pay, per issue with a local therapist. However, you must call before your visits to pre-certify services. There is no charge for telephonic financial services, referrals and liveandworkwell.com. Discounted services for legal and family mediation are also available.

Are services confidential?

Maintaining the confidentiality of EAP services is a fundamental right to which everyone is entitled. All records, including medical information, referrals and evaluations, are kept confidential in accordance with federal and state laws.

Who will provide services to me?

We maintain a large and diverse network of licensed and certified professionals, including lawyers, mediators, psychologists, marriage/family therapists and substance abuse professionals. No matter what concern you are facing, our Network has a full range of professionals available to meet your needs.

How can liveandworkwell.com help me?

Log on to discover interactive learning programs, chat with experts, try useful planning calculators, search for community resources, download health and wellness articles, and more.

How does the EAP coordinate with other benefits?

Complete coverage for assessment counseling includes up to a maximum of three no cost sessions per employee per problem per year. If your needs require medical attention, an EAP counselor will help coordinate the care and support you need with your medical plan to provide the best coverage possible. They also provide community agencies and professionals who are qualified to address your specific needs.



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Employee Assistance Program

Call anytime for help with the demands of everyday life.

(866)-808-6205 toll-free

1-800-842-9489 TDD

or log on to www.liveandworkwell.com
access code: UCSC