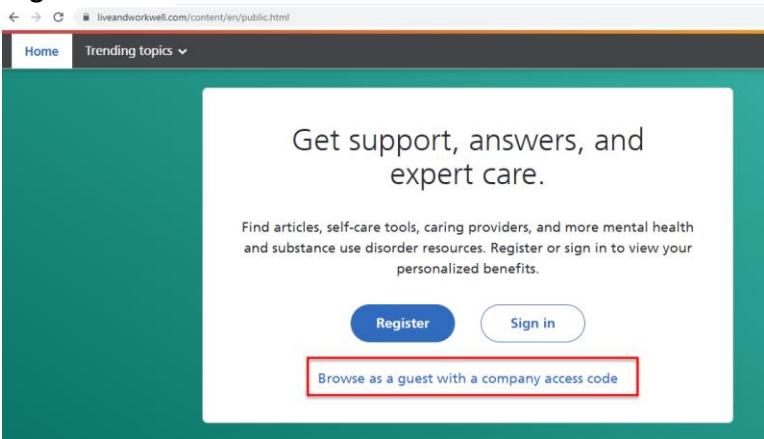

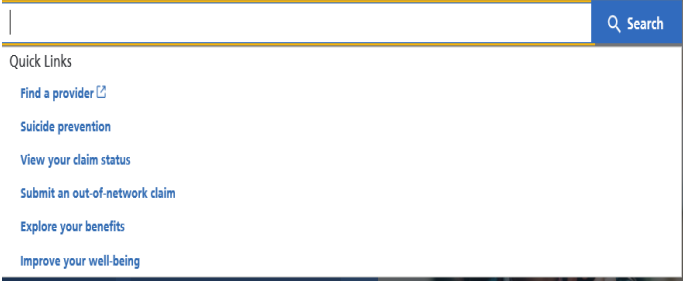

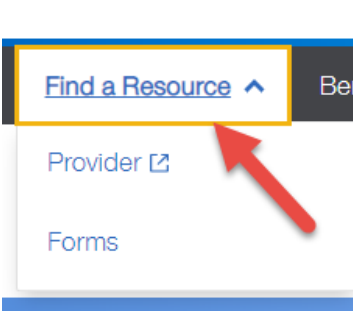
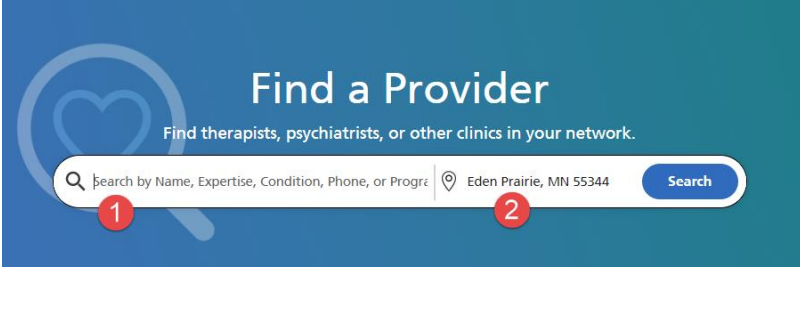



ACCESSING UNITED BEHAVIORAL HEALTH EMPLOYEE ASSISTANCE WEBSITE

Liveandworkwell.com

Optum – Craft Employees

| | |
|--|---|
| <h3>Access the Website</h3> | <p>https://www.liveandworkwell.com/content/en/public.html</p> <ul style="list-style-type: none">• Click on the link above or simply type in liveandworkwell.com• This website provides access to the in-network provider and facility network for employees covered under Optum/United Behavior Health• All union employees covered by the national railroad health insurance plans are covered by Optum• This site provides helpful resources for many issues facing employees and their loved ones |
| <h3>Login</h3>  | <h3>LOGIN AS A GUEST</h3> <ul style="list-style-type: none">• Click "Browse as a guest with a company access code"• The access code is railroad• Type railroad into the Guest Access code box and click enter |
|  | <h3>SEARCH ON A TOPIC</h3> <ul style="list-style-type: none">• Click the Search button on the right side of the page to search for topics• Search for information on various topics |
|  | <ul style="list-style-type: none">• Type in what you are searching for, for example, grief, depression, divorce, drug addiction, substance use disorder, etc. |
|  | <ul style="list-style-type: none">• Click the drop down menus at the top to search by topic |
|  | <h3>FIND A COUNSELOR OR FACILITY</h3> <ul style="list-style-type: none">• To search for a counselor/therapist or mental health facility, click the 'Find a Resource' heading• Click Provider |

| | |
|--|--|
|  | <ul style="list-style-type: none"> • 1 - Type in the name or type of counselor, or condition, or program • 2 – Type in your zip code, then press the Search button • A list of in-network providers will display • Additional filters are located on the left side of the screen to help narrow the search • Feel free to call your EAP Rep or the number on the back of your id card for Behavioral Health |
|  | <p>844-215-4188 Call the EAP after hours line for help with this website or other questions regarding Employee Assistance at NS</p> |

| EAP STAFF | PHONE | EAP REP LOCATION |
|---|---------------------|-------------------------|
| Yvette Marshall, Manager Well Being | 540-520-3957 | All |
| Alice Berry, EAP Representative | 540-685-3388 | Atlanta GA |
| Jerry (Mitch) Bunn, EAP Representative | 765-730-5112 | Ft. Wayne, IN |
| Keith Glabb, EAP Representative | 704-607-2171 | Pittsburgh, PA |
| Stephanie Austin, EAP Representative | 217-330-2031 | Decatur, IL |
| Fletcher (Will) Martin, Senior EAP Representative | 865-206-9012 | Knoxville, TN |
| EAP After Hours Assistance Line | 844-215-4188 | Norfolk Southern |