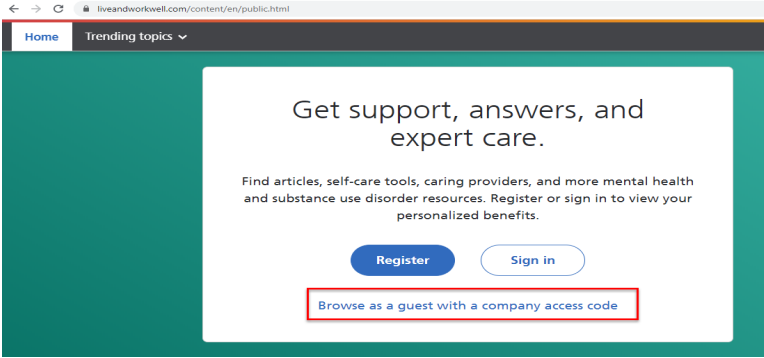

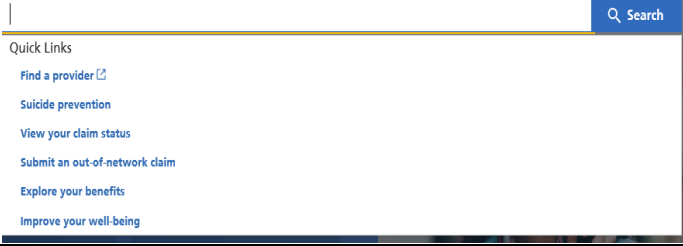

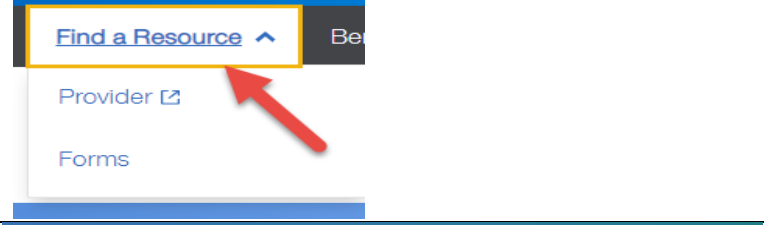
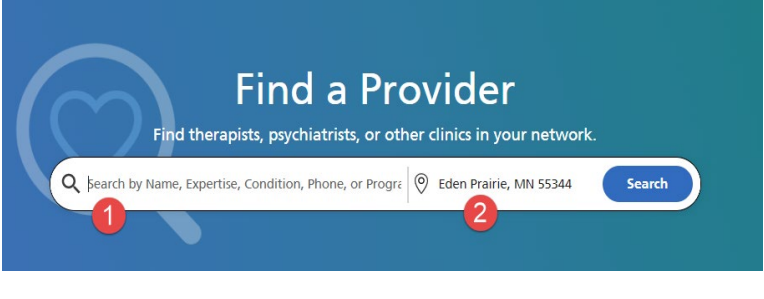

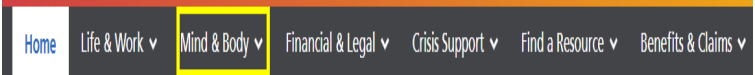
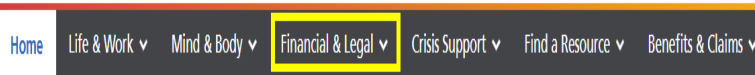




ACCESSING OPTUM EMPLOYEE ASSISTANCE WEBSITE

Liveandworkwell.com

Optum – Nonagreement Benefits

| | |
|--|--|
| <p>ACCESS THE WEBSITE Or call 866-206-7814 anytime for confidential help!</p> | <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• This site provides helpful resources for many issues facing employees and their loved ones |
| <p>LOGIN AS A GUEST (Or follow onscreen steps to create login)</p>  | <ul style="list-style-type: none">• Click “Browse as a guest with the company access code”• The access code is choiceplus• Type choiceplus into the Guest Access code box and click enter• Or, Register and create an account by clicking on Register in the top right of the screen |
| <p>SEARCH A TOPIC</p>  | <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 of the page to search by topic |
| <p>FIND A COUNSELOR OR FACILITY – CLICK FIND A RESOURCE</p>  | <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 |

| | | | | | | | | | | | |
|--|---|------------------|--------------------------------|--------------------|-------------------------|------------------------------|---------------|---------------------|--------------------|--|---------------------|
| | <ul style="list-style-type: none"> Your benefit includes six (6) counseling visits for free (Employee only benefit) Call 866-206-7814 for authorization of the six visits. IMPORTANT – If you have Anthem Health insurance, ask the provider if they also participate in the Anthem Behavioral Health network. After the six free sessions, additional visits will fall under your Anthem mental health benefit. Anthem Behavioral Health phone number is 844-792-5141 | | | | | | | | | | |
| <p>SEARCH FOR LIFE & WORK</p>  | <p>Information on the following topics:</p> <table border="0"> <tr> <td>Active lifestyle</td> <td>Parenting</td> </tr> <tr> <td>Career & Workplace</td> <td>Pets</td> </tr> <tr> <td>Caregiving</td> <td>Relationships</td> </tr> <tr> <td>Military & Veterans</td> <td>School & Education</td> </tr> <tr> <td></td> <td>Well-being</td> </tr> </table> | Active lifestyle | Parenting | Career & Workplace | Pets | Caregiving | Relationships | Military & Veterans | School & Education | | Well-being |
| Active lifestyle | Parenting | | | | | | | | | | |
| Career & Workplace | Pets | | | | | | | | | | |
| Caregiving | Relationships | | | | | | | | | | |
| Military & Veterans | School & Education | | | | | | | | | | |
| | Well-being | | | | | | | | | | |
| <p>SEARCH MIND & BODY</p>  | <p>Information on the following topics:</p> <table border="0"> <tr> <td>Mental Health</td> <td>Recovery/Resiliency</td> </tr> <tr> <td>Physical Health</td> <td>Substance Use/Addiction</td> </tr> </table> | Mental Health | Recovery/Resiliency | Physical Health | Substance Use/Addiction | | | | | | |
| Mental Health | Recovery/Resiliency | | | | | | | | | | |
| Physical Health | Substance Use/Addiction | | | | | | | | | | |
| <p>SEARCH FOR FINANCIAL & LEGAL ASSISTANCE</p>  | <p>Information on the following topics:</p> <table border="0"> <tr> <td>Budgeting</td> <td>ID Theft</td> </tr> <tr> <td>Credit & Deb</td> <td>Insurance</td> </tr> <tr> <td>Estate Planning</td> <td>Legal</td> </tr> <tr> <td>Financial Fitness</td> <td>Saving & Investing</td> </tr> <tr> <td></td> <td>Retirement Planning</td> </tr> </table> | Budgeting | ID Theft | Credit & Deb | Insurance | Estate Planning | Legal | Financial Fitness | Saving & Investing | | Retirement Planning |
| Budgeting | ID Theft | | | | | | | | | | |
| Credit & Deb | Insurance | | | | | | | | | | |
| Estate Planning | Legal | | | | | | | | | | |
| Financial Fitness | Saving & Investing | | | | | | | | | | |
| | Retirement Planning | | | | | | | | | | |
|  | <p>Information on the following topics:</p> <table border="0"> <tr> <td>Abuse</td> <td>Loved ones with Mental Illness</td> </tr> <tr> <td>Addiction</td> <td>Hospitalization</td> </tr> <tr> <td>Disaster Planning & Recovery</td> <td>Housing</td> </tr> <tr> <td>Financial Relief</td> <td>Suicide Prevention</td> </tr> </table> | Abuse | Loved ones with Mental Illness | Addiction | Hospitalization | Disaster Planning & Recovery | Housing | Financial Relief | Suicide Prevention | | |
| Abuse | Loved ones with Mental Illness | | | | | | | | | | |
| Addiction | Hospitalization | | | | | | | | | | |
| Disaster Planning & Recovery | Housing | | | | | | | | | | |
| Financial Relief | Suicide Prevention | | | | | | | | | | |
|  | <p>NS EAP 844-215-4188 Call the EAP after hours line for help with this website or other questions regarding Employee Assistance at NS – speak to an NS EAP Professional</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 |