Are Services Confidential?

Yes! Maintaining the confidentiality of SEAP services is a priority. All records, including medical information, referrals and evaluations are kept confidential in accordance with federal and state laws. No records or information can be released to anyone, including your employer, without your written authorization.*

What Should I Do in an Emergency?

If your situation is life threatening, you should go directly to a hospital emergency room or call 911 for assistance. If you have a question and don't know what to do, you can always call SEAP for help.

Who Will Provide Services to Me?

Services are provided by a large and diverse network of licensed and certified professionals — combined with an extensive database of community resources — to help you with any concerns that you are facing. For nonclinical issues, you can get advice from experts such as lawyers, financial consultants and mediators. For clinical matters, the network includes a full range of licensed clinicians. All of our SEAP network clinicians have passed the screening test for EAP expertise.

* Please note, in certain circumstances, as required by law or otherwise, Optum may be required to disclose certain service details.

Who Provides SEAP Services?

Optum has been selected to provide SEAP services by the Office of Administration, in cooperation with the Pennsylvania Employees Benefit Trust Fund (PEBTF). For more than 30 years, we have been the leader in emotional health and wellness services, helping more than 90 million people navigate the challenges of everyday life, while addressing emotional and workplace concerns. Optum's proactive, personal solutions connect people with the resources they need to live and work well. The Pennsylvania network of service providers includes over 8,600 licensed professionals and more than 180 facilities, combined with an extensive database of community resources, all of which have special expertise with Employee Assistance Programs and issues.

For your family members who live outside of Pennsylvania, an extensive national network of providers is available to assist you.

Whenever you need help with any of life's concerns, call toll-free:

SEAP Hotline

1-800-692-7459

1-800-824-4306 TDD

Available 24 hours a day

or log on to

www.liveandworkwell.com

access code: Pennsylvania

Remember, all visits to SEAP counselors must be pre-approved by calling SEAP first.

SEAP Hotline

Call toll-free

1-800-692-7459

1-800-824-4306 TDD

SEAP Hotline: 1-800-692-7459

If your situation is life threatening, you should go directly to a hospital emergency room or call 911 for assistance.

SEAP cares and reminds you that the National Suicide Prevention Hotline is accessible 24/7 at 800-273-8255.

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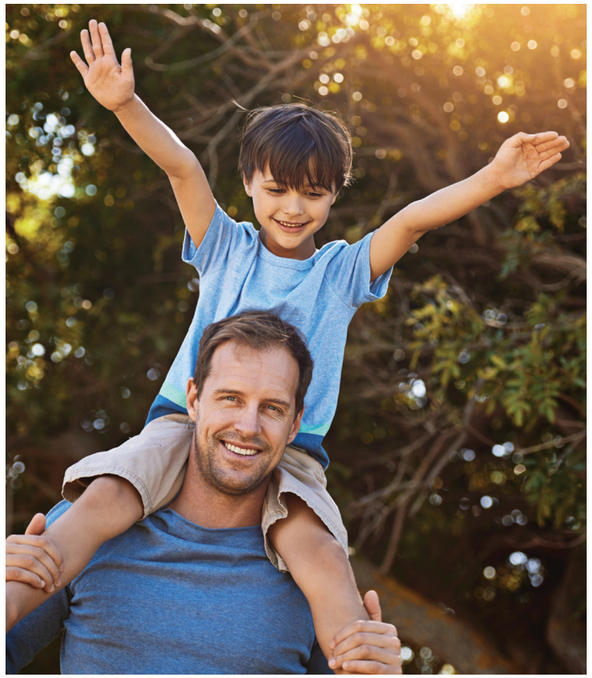

SEAP

State Employee Assistance Program

OPTUM®

With today's to-do lists and busy work schedules, who has time to deal with personal problems when they come up? Especially the kind of problems that make it difficult to think about anything else?

Now you do, with the expert services available through the State Employee Assistance Program (SEAP). Through this program, you and your family can receive no-cost* confidential, personal support for a wide range of issues, from everyday concerns to serious problems.

* No cost as part of your benefit plan.

How Can SEAP Help Me?

Whether you want to talk about an issue, seek counseling, find legal resources or get advice about a financial concern, SEAP can help. You have access to both online — through **liveandworkwell.com** — and in-person support for a wide range of personal and work-related issues, such as:

- Alcohol or drug problems
- Anxiety
- Gambling
- Managing stress
- Parenting and family concerns
- Aging parents
- Debt problems
- Work-related problems
- Eating disorders
- Depression
- Physical abuse
- Coping with grief and loss
- Marital and relationship problems

What Other Kinds of Services Does SEAP Provide?

SEAP gives you convenient access to these and other helpful services:

- Referrals to experienced SEAP counselors
- Legal advice, including free phone consultations and discounted legal services
- Financial counseling for debt management and budget planning

How Do I Get Started?

If you want to ask a question or request a service, simply call our toll-free number **1-800-692-7459**. You will be immediately connected to an experienced SEAP specialist. Available 24 hours a day, seven days a week, the specialists are master's-level clinicians who are experts in helping people identify the nature of their problems and finding the right resources to address them..

What Happens When I Call SEAP

A SEAP 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 transferred to an expert in the appropriate field. If you want to see a counselor, the specialist will match you with a SEAP counselor or mental health therapist who is experienced in helping people with problems similar to yours.

We will make every effort to satisfy your unique requirements, such as gender preference or language needs. The SEAP specialist will even schedule the appointment for you.

How Can **Liveandworkwell.com** Help Me?

Liveandworkwell.com is an interactive website with resources and tools to help you enhance your work, health and life. Simply log on to www.liveandworkwell.com and enter "Pennsylvania" to:

- Check your SEAP benefits information and request services online
- Search for clinicians, eldercare services and other resources
- Look up health facts and read articles on work/life issues
- Utilize a host of financial calculators and other interactive tools
- Join message boards on a variety of health and wellness topics

You can do all this and more from any computer with access to the Internet. This secure website is available any time to help you solve your problems and achieve your goals.

Does SEAP Cost Anything?

SEAP provides up to four free sessions with a SEAP counselor for each issue or problem, and the benefit renews each calendar year. However, you must call SEAP to have all visits pre-approved to ensure coverage under your benefit plan.

There is no charge for obtaining a referral to a legal or financial expert. Discounted legal and mediation services are also available. Of course, you may access information on liveandworkwell.com as often as you want at no charge.