

Steps for logging into Optum's Live and Work Well (LAWW) EAP site to browse as a guest

Step 1	Go to www.liveandworkwell.com
Step 2	Click " Browse as a guest with a company code " located underneath " Register to Sign In "
Step 3	Enter guest access code NOAH and click " Enter " (if you ever find that you don't know the access code, click on " Forgot your access code " and select Neighborhood Outreach Access to Health from the drop-down list)
	<i>NOTE that you can browse as a guest to view your benefits, search for providers, access Talkspace and Sanvello, or explore all the articles, videos, and self-help tools that are available on a wide variety of topics. If you wish to obtain an authorization code, get help with finding the appropriate type of care, or schedule virtual visits online, you will need to register on the site.</i>

Steps to Register on the LAWW site and request an authorization code online for EAP sessions

Please note: An authorization code is required to book EAP sessions with a provider for virtual visits, TalkSpace or face to face.

Registering on the Live and Work Well (LAWW) site	
Step 1	If you wish to obtain an authorization code online via the Live and Work Well site, you first must register on the site. Go to www.liveandworkwell.com , then click on " Register ".
Step 2	Enter your information into the requested fields. It will ask " Do you want to register with your Member ID or Social Security Number? " Choose Social Security Number from the drop down menu. At this point, you may leave the field blank OR enter the last six digits of your SSN and hit " Continue ".
Step 3	Create a username and password, enter your email address, and select how you would like to have your identity verified should you have trouble signing in. Then click " Create my ID ".
Step 4	You'll be asked to select a method to confirm your information (email, call, or text). Then enter the confirmation code you are given and click " Submit ".
Step 5	As the last step, you'll be asked who your benefits are provided through. Select Neighborhood Outreach Access to Health from the drop-down box and then hit " Continue ".
	<i>NOTE: Please contact technical support at 1-866-894-5795 if you receive an error message or need technical assistance during this process. They can assist with browser issues or issues related to a previously created Health Safe ID through another Optum vendor or employer coverage.</i>
Requesting an authorization code online	
Step 1	You will be taken to the home page. From the home page of liveandworkwell.com , click on " Find Care " on the top menu bar, then click on " Provider ". This will take you to the Provider Search screen, where you can search for providers in your area by plugging in your zip code.
Step 2	Enter your zip code and click on the blue " Search " button, and you will see a listing of providers located near your zip code.
Step 3	On the left side of the screen you will see a box with the verbiage " Access your 6 no-cost counseling visits ". Click on the blue icon that says " Get your code ".
Step 4	You'll be taken to a screen titled " Get no-cost visits with a code ". Read the information and then scroll to the bottom of the screen and click " Next ".
Step 5	You'll be asked if a series of conditions apply to you. If none apply, choose " None of the Above " and then select from the drop down what your most pressing concern is. Click " Next ".
Step 6	You will be asked to verify your relationship to the policy holder (the employee) and provide your name, address, email address, and date of birth. If you are not the primary policy holder, you will be asked to provide the primary policy holder's information on the next screen. Then click " Next " and you will be provided with your Authorization Code. Your authorization code will also be securely emailed to you.
Step 7	From here, you can click on " Provider Directory " to get back to the provider directory to search for a provider. NOTE your newly issued Authorization Code will appear on the left side of the screen on the provider directory page. This code is given to the provider on your first visit, to ensure the claims are properly submitted through the EAP.
	<i>NOTE: Now that you have registered on the site, you can choose "Sign In" the next time you go on liveandworkwell.com. Your authorization code will automatically populate when you go into the Provider Search screen.</i>

Steps to call Optum EAP to get an authorization number and find a provider

Please note: An authorization code is required to book an EAP session with a provider via virtual visit, Talkspace or face to face.

Step 1	Call 1-866-248-4096 and identify yourself as a Neighborhood Outreach Access to Health employee or household member of a Neighborhood Outreach Access to Health employee.
Step 2	Request an authorization code for EAP visits. The representative will provide you with the authorization code over the phone and will also securely email it to you.
Step 3	Request assistance in finding a provider. If you would like your EAP specialist to assist in searching for a provider, please let the representative know your preferences. Some filter options are: Accepting New Patients, Platinum Rating, Virtual visit (Online Therapy), Gender, Scheduling, Treatment options, Language, Ethnicity, and many more. By using these filters, you can find the perfect provider who matches exactly what you need. The EAP specialist will provide you with the provider's contact information. Now you are all set to contact the provider and schedule an appointment. Please be sure to provide your authorization code to the provider to ensure the claims are appropriately submitted to the EAP where you will not be charged any coinsurance or deductible.

Steps to access Talkspace

Please note: An authorization code is required prior to accessing Talkspace.

Step 1	To get started, call your Employee Assistance Program at 1-866-248-4096 or go to LiveandWorkWell.com to obtain an authorization code prior to registering for Talkspace (refer to the directions on how to obtain an authorization code on page 1 of this document).
Step 2	Once you have your authorization code, scroll down on the Live and Work Well home screen to where it says "More Benefits" and then click on "Get Started" on the tile that says "Get 24/7 Access to a Therapist" .
Step 3	Click on "Get Started" in the box that says "Use my Employee Assistance Program (EAP)" .
Step 4	Enter your information and put your authorization code in the box that says "Authorization Code" . Hit "Continue" .
Step 5	From here, you will be guided through a provider matching tool to select the most appropriate provider for your needs. Once you have selected a provider, you may get started corresponding with that provider right away!

Steps to access Sanvello

Step 1	Go to LiveandWorkWell at www.liveandworkwell.com . If registered, you may sign in to your account or enter your company access code: NOAH NOTE: You must complete the Sanvello registration process on the LiveandWorkWell site and not directly on the app.
Step 2	Under "Get Emotional Support" , select "Try our Self Care App" .
Step 3	Click "Join Sanvello now" and sign up by completing the information in the sign up page.
Step 4	Download and open the Sanvello app from the App Store or Google Play
Step 5	Sign into the Sanvello app with the account information you created in Step 3 .