



Employee Assistance Program (EAP) and Behavioral Health

Engaging and supporting individuals

Optum integrates the Employee Assistance Program (EAP) and Behavioral Health solutions to create a powerful continuum of care that seamlessly connects and engages employees in care for common conditions ranging from everyday stress to diagnosable behavioral health disorders.

- Combined benefits provide one point of access for all information about behavioral health within a population.
- Single care management system offers a full view of employees' behavioral health history and benefits.
- Combined utilization reports deliver actionable data.

Employee satisfaction with EAP¹

90%

of employees reported feeling more hopeful

47%

decrease in days absent from work

Employee Assistance Program/WorkLife

Behavioral Health

Healthy and seeking more from life

Struggling with undetected issues

Confronted with issues

Need stabilization

In treatment

Recovering and staying healthy

When EAP and Behavioral Health are combined



78%

of issues resolved

within EAP without use of behavioral benefits²

Use of out-of-network services

3% with

29% without EAP3

For employees who used EAP before behavioral health care⁴

22% outpatient cost

18% outpatient visits

\$342

Those who used **EAP + BH**

\$441

Those who used **BH only**

Cost per member accessing care

- 1. Optum EAP satisfaction and outcome survey, 2017. 2. Drydale. 2018. 78.1% resolution based on 2017 Optum book of business for all visit model.
- 3. Cross. Ocober 2017. Analysis of BH + EAP claim costs. 4. 2018 Optum analysis of behavioral health claims of large national employers, Smith, May 2019.

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