



Reporting Period and Date Range: 1/1/2018 - 3/31/2019



Covered 14,863 employees in 2019



EAP was accessed 191 times (annual rate of 5.1%)



Optum services were engaged 531 times across the organization (14.3%)



The top 3 Presenting Issues across the book of business are: Anxiety,
Depression and
Marital/Primary Relationships



The top 3 Presenting Issues this year are: Benefits Info,
Marital/Primary Relationships and
Depression



The top 3 Presenting Issues last year were: Marital/Primary Relationships,
Depression and
Benefits Info



EAP Core Indicators

YTD:

Core Utilization

5.1%

BOB Core Utilization

7.7%

EAP Cases

182

Worklife Cases

0

Mgt Consult

2

Mgt Referral

7

Core Utilization

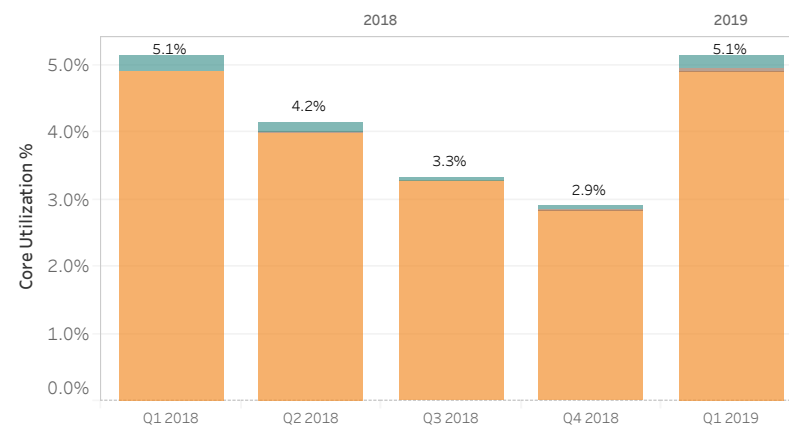
Reporting Period

Year	Quarter Or Month	Core Utilization %	Headcount	Total EAP Cases	EAP Cases	Worklife Cases	Mgt Const Cases	Mgt Referral Cases	Unique users
2018	Q1 2018	5.1%	13,854	178	170	0	0	8	166
	Q2 2018	4.2%	14,046	146	140	0	1	5	137
	Q3 2018	3.3%	14,293	119	117	0	0	2	114
	Q4 2018	2.9%	14,623	106	103	0	1	2	100
2019	Q1 2019	5.1%	14,863	191	182	0	2	7	180

Year to Date

Year	Core Utilization %	Headcount	Total EAP Cases	EAP Cases	Worklife Cases	Mgt Const Cases	Mgt Referral Cases	Unique users
2018	3.9%	14,204	549	530	0	2	17	497
2019	5.1%	14,863	191	182	0	2	7	180

Core Utilization over time



Label % represents total core utilization for all EAP cases

Event Type

Management Referral
Management Consultation

EAP



Total Engagement Core Indicators

YTD:

Total Engagement

14.3%

BOB Total Engagement

36.8%

Training Participants

0

CIRS participants

0

LiveandWorkWell

340

Digital Eng. Hub

0

Total Engagement

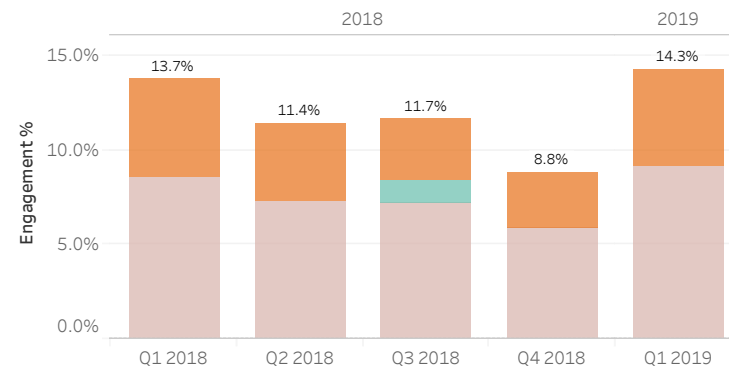
Reporting Period

Year	Quarter Or Month	Total Engag. %	Headcount	Total Engag.	Total EAP Cases	Training Participants	CIRS Participants	LWW Web Visitor Sessions	Digital Engag. Hub
2018	Q1 2018	13.7%	13,854	475	178	0	0	297	0
	Q2 2018	11.4%	14,046	401	146	0	0	255	0
	Q3 2018	11.7%	14,293	418	119	0	42	257	0
	Q4 2018	8.8%	14,623	321	106	0	0	215	0
2019	Q1 2019	14.3%	14,863	531	191	0	0	340	0

Year to Date

Year	Total Engag. %	Headcount	Total Engag.	Total EAP Cases	Training Participants	CIRS Participants	LWW Web Visitor Sessions	Digital Engag. Hub
2018	11.4%	14,204	1,615	549	0	42	1,024	0
2019	14.3%	14,863	531	191	0	0	340	0

Total Engagement over time



Label % represents total engagement for all cases

Total Engagement Breakdown

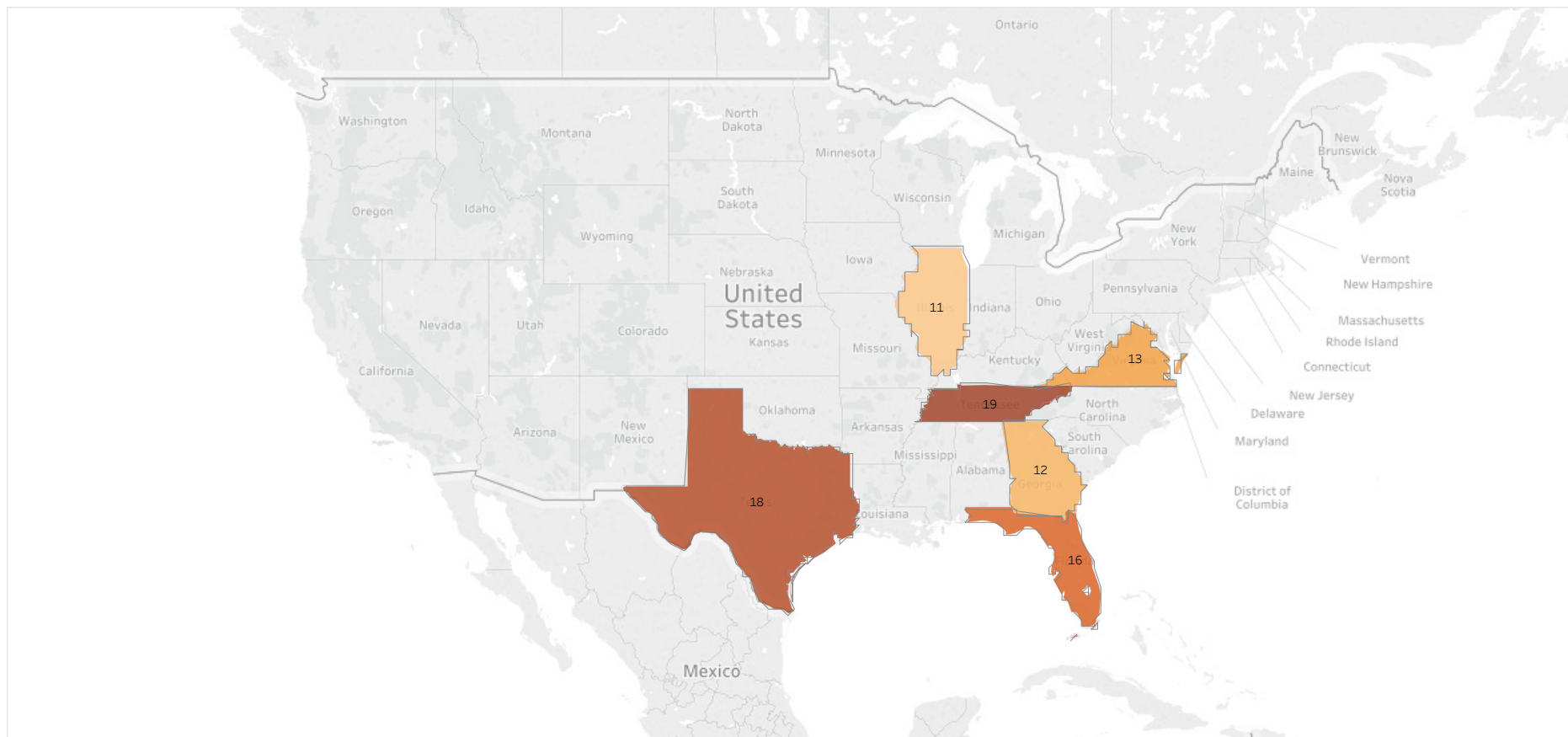
- Total EAP Cases
- CIRS
- LiveandWorkWell

EAP Cases Location

YTD EAP cases by State

EAP Cases

(where at least 10 cases have happened year to date)



of Cases 11  19

Member State	EAP Cases	Worklife Cases	Total EAP Cases
TN	19	0	19
TX	18	0	18
FL	16	0	16
VA	13	0	13
GA	12	0	12



EAP Case Utilization

YTD:

Core Utilization
5.1%

YTD EAP Case Utilization
4.9%

EAP BOB Utilization
7.3%

EAP Case Utilization %

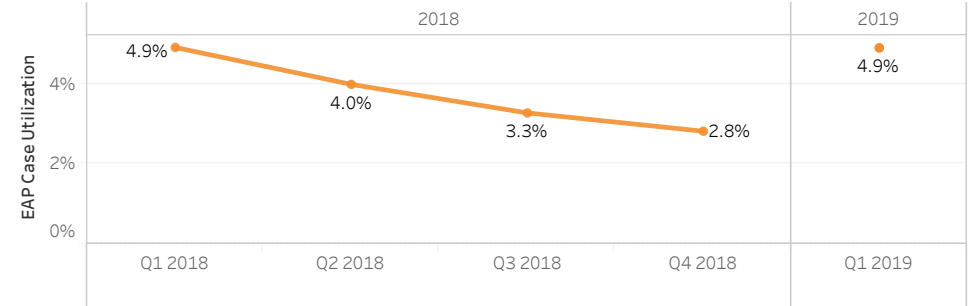
YTD EAP Case Utilization

	2018	2019
YTD EAP Case Utilization	3.7%	4.9%

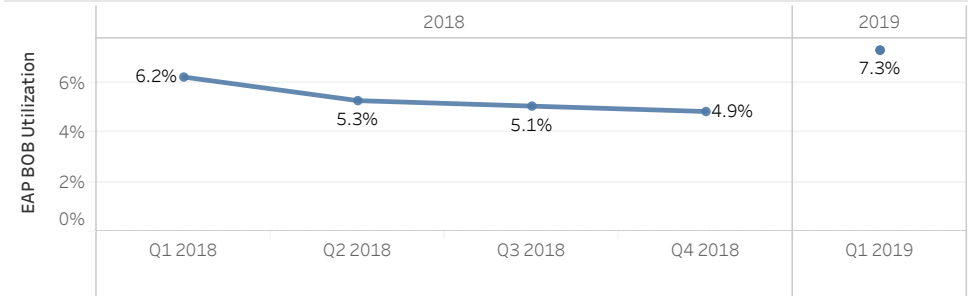
YTD BOB EAP Case Utilization

	2018	2019
EAP BOB Utilization	5.3%	7.3%

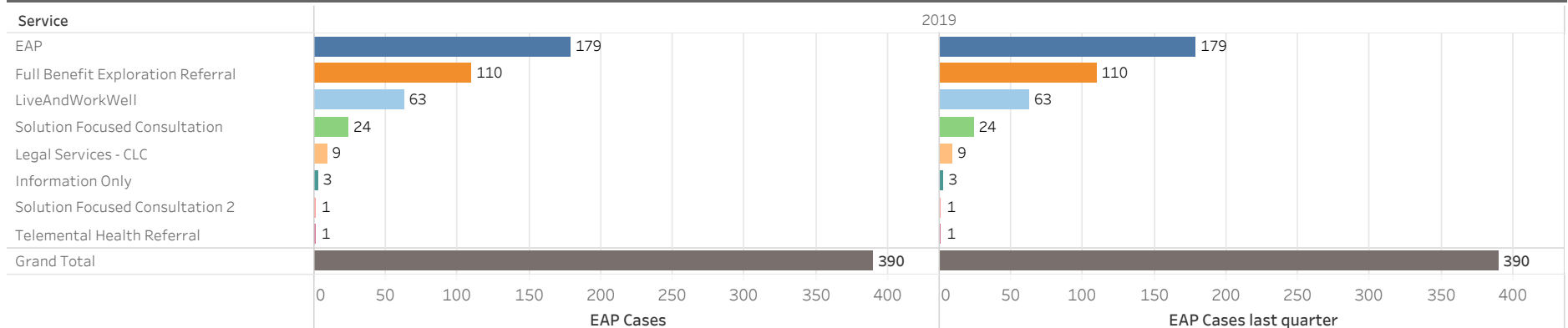
EAP Case Utilization over time



BOB EAP Case Utilization over time



Top 20 EAP Case Services





Worklife Case Utilization

YTD:

Core Utilization
5.1%

Worklife BOB Utilization
0.5%

Worklife Case Utilization by Services

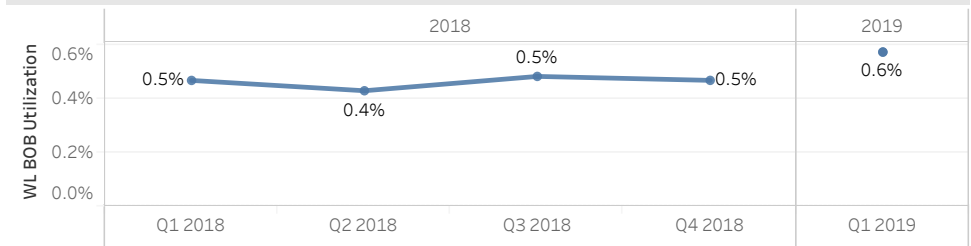
YTD Worklife Utilization

Worklife Case Utilization over time

YTD BOB Worklife Case Utilization

	2018	2019
Worklife BOB Utilization	0.4%	0.5%

BOB Worklife Case Utilization over time



Worklife Utilization over time



Management Services

YTD:

Core Utilization

5.1%

YTD Management Consultation %

0.1%

YTD Management Referral %

0.2%

BOB YTD Management Consultation %

0.0%

BOB YTD Management Referral %

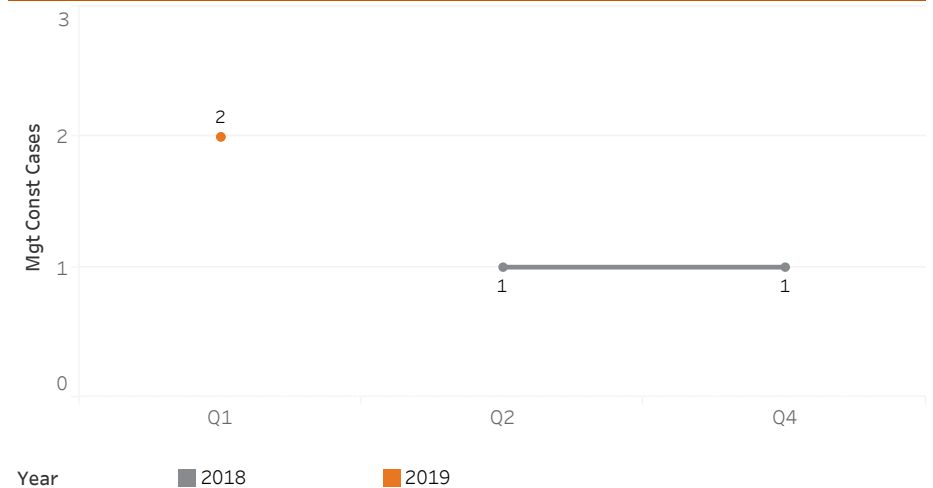
0.1%

Management Consultation Services

Management Consultation Services by Year

Management Consult Description	Mgt Const Services		% Of Total	
	2018	2019	2018	2019
Inappropriate Workplace Behavior	1	2	25%	50%
Other	1		25%	
Personal Issues	1	1	25%	25%
Work Performance	1	1	25%	25%
Grand Total	4	4	100%	100%

Management Consultation Cases by Quarter



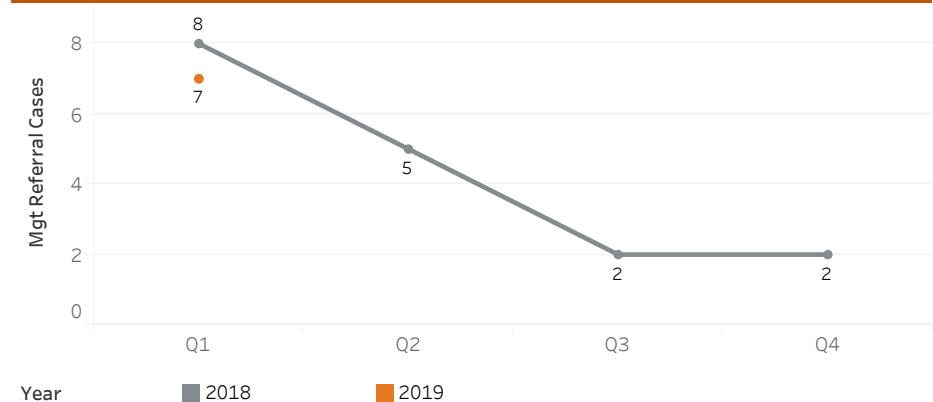
Multiple issues can be associated with one case.

Management Referral Services

Management Referral Services by Year

Referral Type	Mgt Referral Services		% of Total	
	2018	2019	2018	2019
Formal	6	2	35%	29%
Mandatory	10	4	59%	57%
SAP-DOT	1		6%	
Special Handling		1		14%
Grand Total	17	7	100%	100%

Management Referral Cases by Quarter



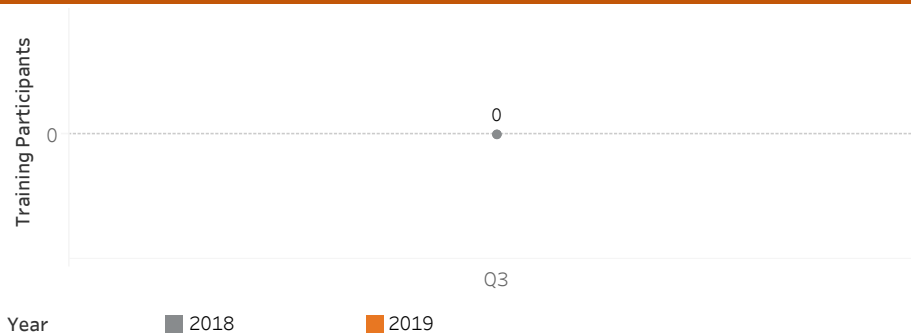


CIRS and Training Services

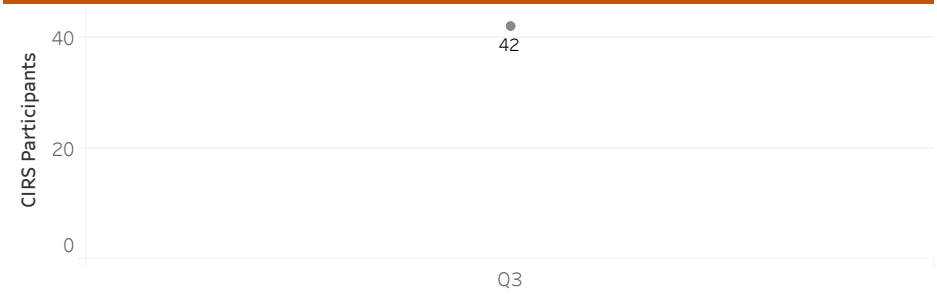
YTD:

Total Engagement	YTD Training Engagement	YTD CIRS Engagement	Training Hours Used	CIRS hours used	Training Participants	CIRS participants
14.3%	0.0%	0.0%	0	0	0	0

Training Participants by Quarter



CIRS Participants by Quarter



YTD Onsite Activities

YTD Top Onsite Service Topics



LiveandWorkWell

YTD:

Total Engagement

14.3%

YTD LiveandWorkWell Utilization

9.2%

BOB LiveandWorkWell Utilization

27.2%

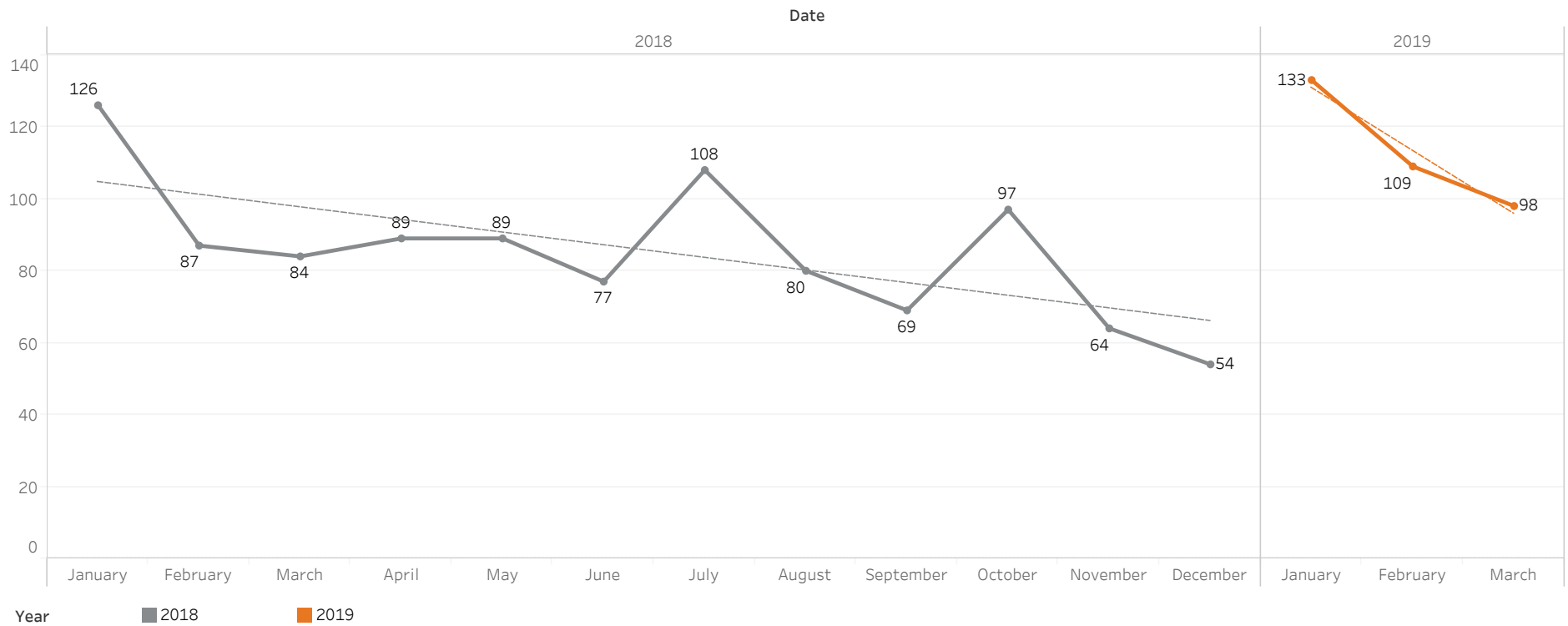
Total Count of Visit Sessions

340

LiveandWorkWell Activity YTD



Visitor Sessions by Month





Digital Engagement Hub

YTD:

Total Engagement

14.3%

YTD Digital Eng. Hub Utilization

0.0%

Digital Eng. Hub Visitors

0

DEH Activity

"Total Visitors" represents the count of unique people who opened the Digital Engagement Hub and access the home page during the current report quarter. A unique visitor is only counted once; if an individual visits the Hub multiple times in a quarter, they are represented as one unique user.

Explore

Explains topics and areas of need where the EAP can provide support and resources. Promotes the EAP phone number and links to related liveandworkwell.com content.

Resolve

Highlights some of the most frequent areas of need – with relationships, family, workplace, grief and loss – with links to related liveandworkwell.com content and phone numbers to speak to an EAP Specialist.

Inspire

Promotes using printed posters to inspire one's self and others to live a happy and healthy life.

LiveandWorkWell

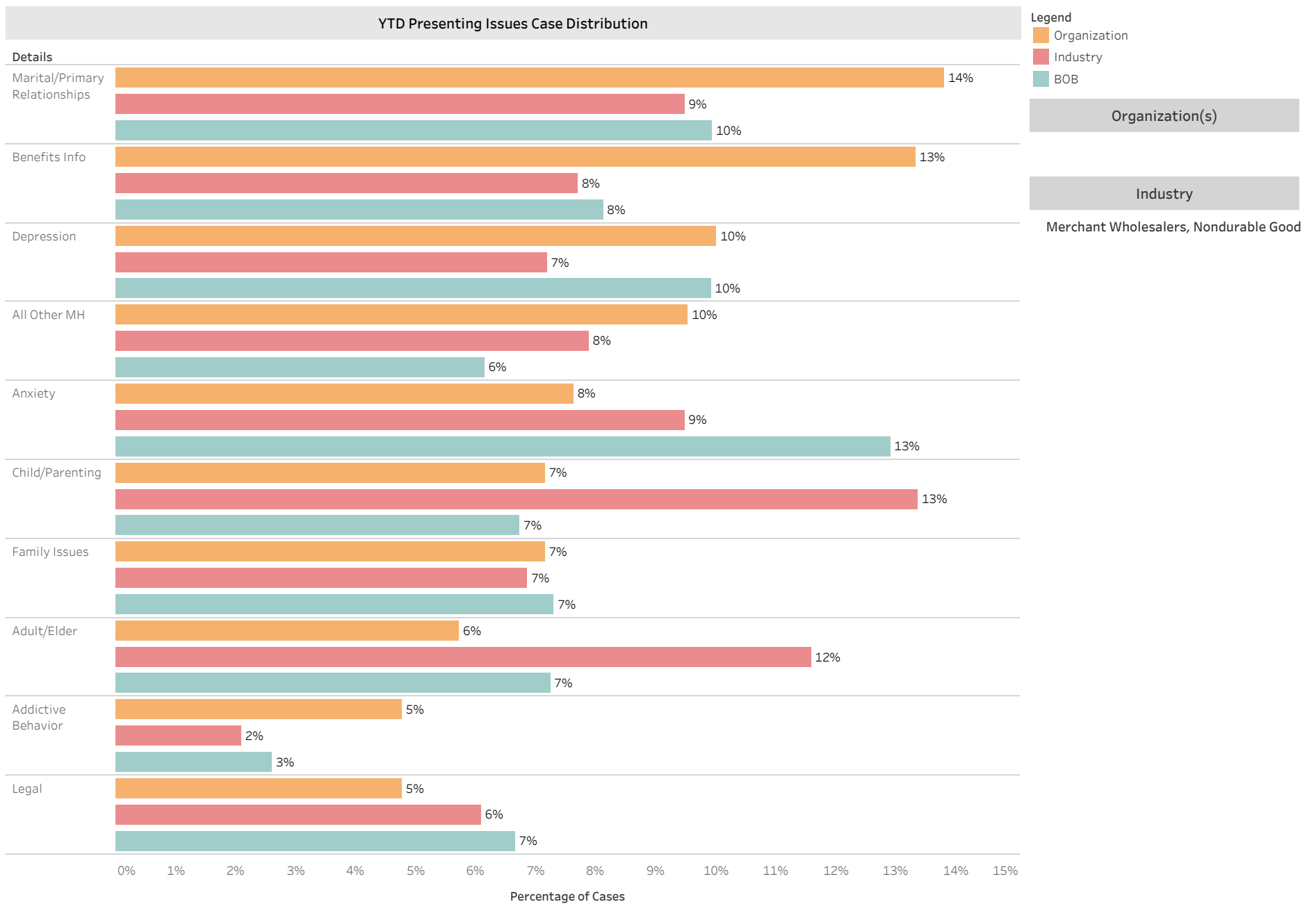
Visitors who clicked on deeplinks and moved to the liveandworkwell.com site.

Presenting Issues

Top Presenting Issues YTD					YTD Presenting Issues by Quarter		
Details					Details	Q1	Grand Total
Marital/Primary Relationships	14.2%	13.8%		▼	Marital/Primary Relationships	29	29
Benefits Info	12.2%	13.3%		▲	Benefits Info	28	28
Depression	8.1%	10.0%		▲	Depression	21	21
All Other MH	6.1%	9.5%		▲	All Other MH	20	20
Anxiety	9.1%	7.6%		▼	Anxiety	16	16
Child/Parenting	5.1%	7.1%		▲	Child/Parenting	15	15
Family Issues	7.6%	7.1%		▼	Family Issues	15	15
Adult/Elder	5.6%	5.7%		▲	Adult/Elder	12	12
Addictive Behavior	3.6%	4.8%		▲	Addictive Behavior	10	10
Legal	6.6%	4.8%		▼	Legal	10	10
Emotional	3.0%	3.8%		▲	Emotional	8	8
Medical/Health	4.6%	3.8%		▼	Medical/Health	8	8
Work/Life Management	4.1%	3.8%		▼	Work/Life Management	8	8
Crisis Disaster	2.0%	2.4%		▲	Crisis Disaster	5	5
Workplace	3.6%	1.4%		▼	Workplace	3	3
Education/Career	0.5%			▼	Education/Career	1	1
Other	2.0%	0.5%		▼	Other	1	1
Financial	2.0%						
<div> <div></div> 2018 <div></div> 2019 </div>					Grand Total	210	210



Top 10 Presenting Issues Comparison





WorkLife Presenting Issue Detail

YTD Child/Parenting Issues			YTD Adult/Elder		
Description	Q1 2019	Grand Total	Description	Q1 2019	Grand Total
Attention Deficit Disorder	40% (6)	40% (6)	Grief & Loss	83% (10)	83% (10)
Parenting & Child Development	33% (5)	33% (5)	Caregiver Issues	17% (2)	17% (2)
Teen / Adolescent Issues	27% (4)	27% (4)			
YTD Work/Life Management			YTD Education/Career		
Description	Q1 2019	Grand Total	Description	Q1 2019	Grand Total
Life Transitions	50% (4)	50% (4)	Education - School Issues (P-12)	100% (1)	100% (1)
Work / Life Management	50% (4)	50% (4)			
YTD Convenience Services					

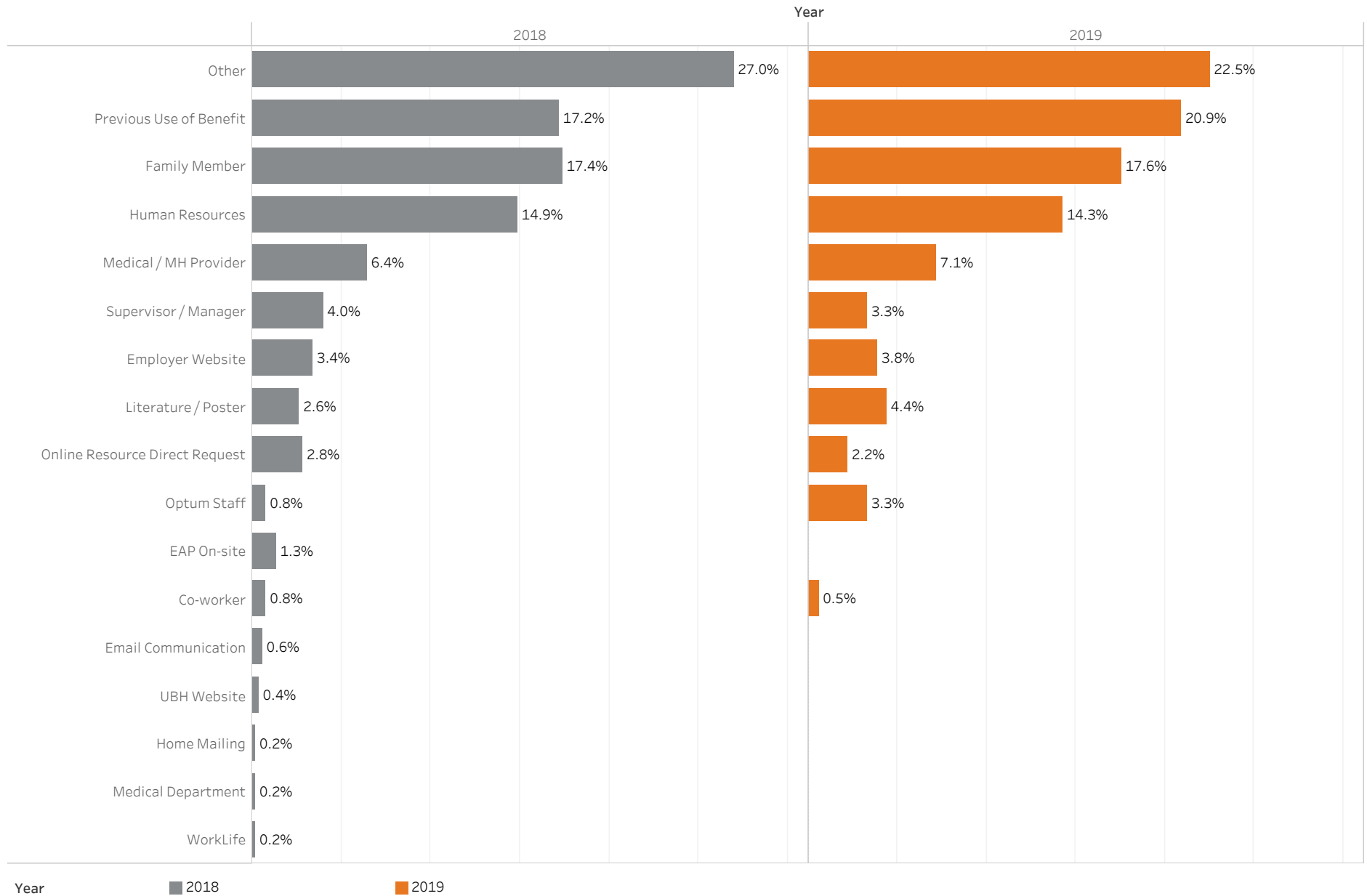


YTD Addictive Behavior		
Description	Q1 2019	Grand Total
Alcohol	50% (5)	50% (5)
Marijuana	30% (3)	30% (3)
Amphetamine	10% (1)	10% (1)
Opiates	10% (1)	10% (1)
YTD Workplace		
Description	Q1 2019	Grand Total
Job Stress	67% (2)	67% (2)
Employment Issues	33% (1)	33% (1)

YTD All Other MH		
Description	Q1 2019	Grand Total
Anger Management / Conduct	55% (11)	55% (11)
Relationship - Other Issues	25% (5)	25% (5)
Abuse Issues - Spousal or Domestic	5% (1)	5% (1)
Bipolar Behaviors	5% (1)	5% (1)
Obsessive-Compulsive Behavior	5% (1)	5% (1)
Suicidal Ideation	5% (1)	5% (1)
YTD Crisis Disaster		
Description	Q1 2019	Grand Total
Post Traumatic Stress	60% (3)	60% (3)
Crisis/Trauma	40% (2)	40% (2)
YTD Financial		
YTD Marital/Primary Relationships		
Description	Q1 2019	Grand Total
Marital / Primary Relationship	83% (24)	83% (24)
Divorce	17% (5)	17% (5)

Information Source

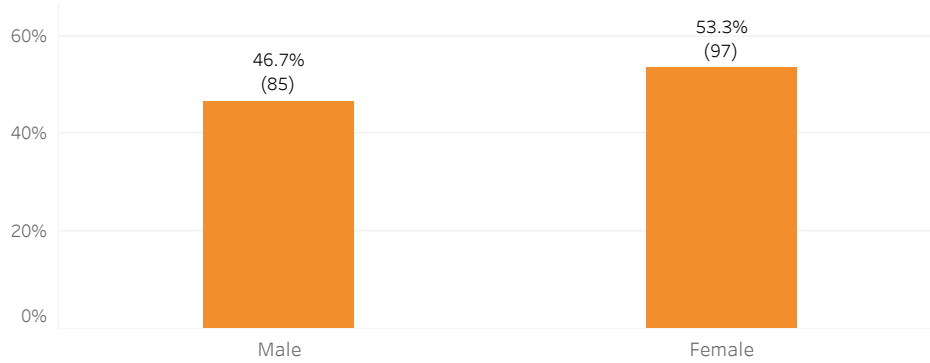
How Employees Learned about Services (YTD)



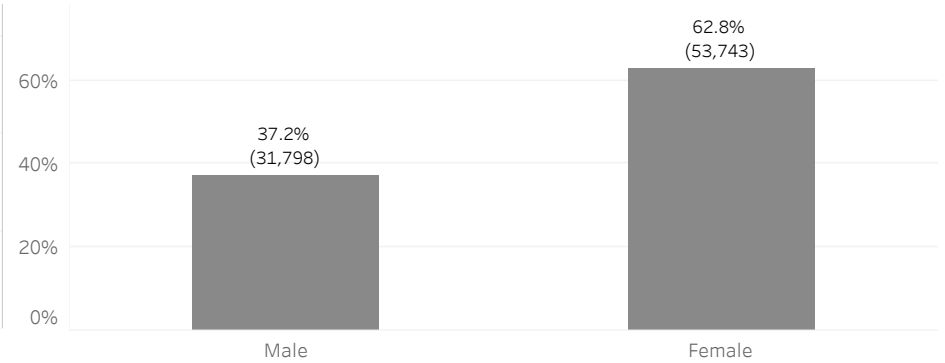


Demographics

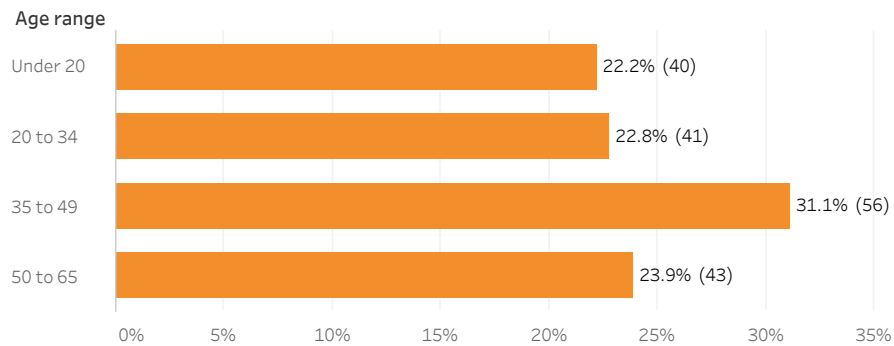
YTD EAP and Worklife Cases by Gender



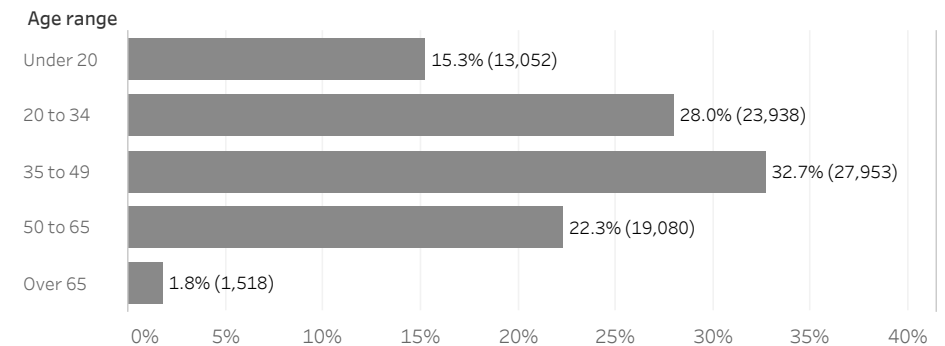
YTD EAP and Worklife BOB Cases by Gender



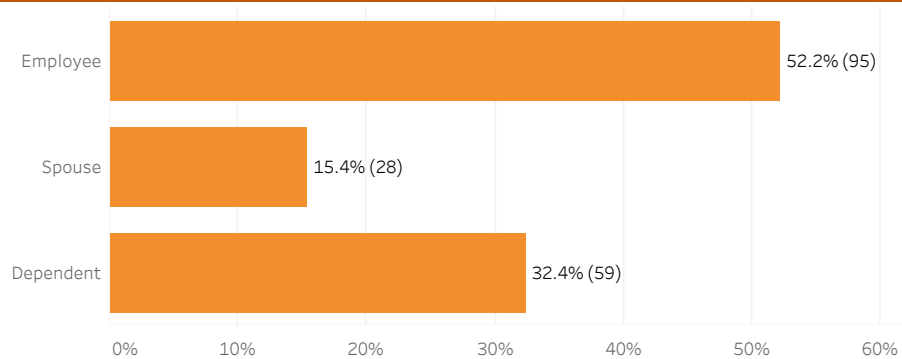
YTD EAP and Worklife Cases by Age



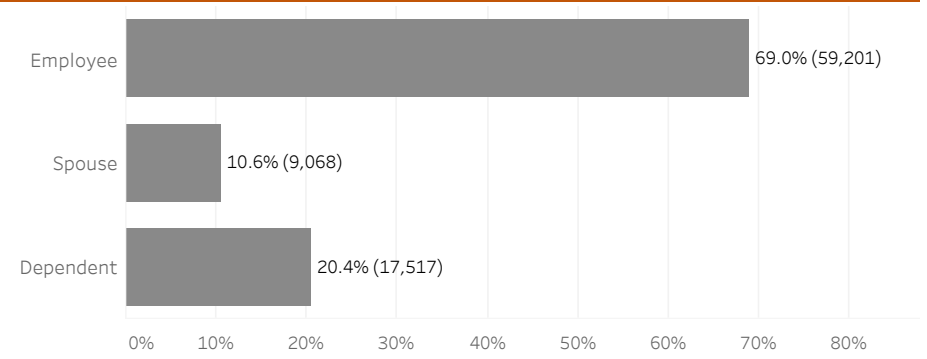
YTD EAP and Worklife BOB Cases by Age



YTD EAP and Worklife Cases by Employee Relationship



YTD EAP and Worklife BOB Cases by Employee Relationship





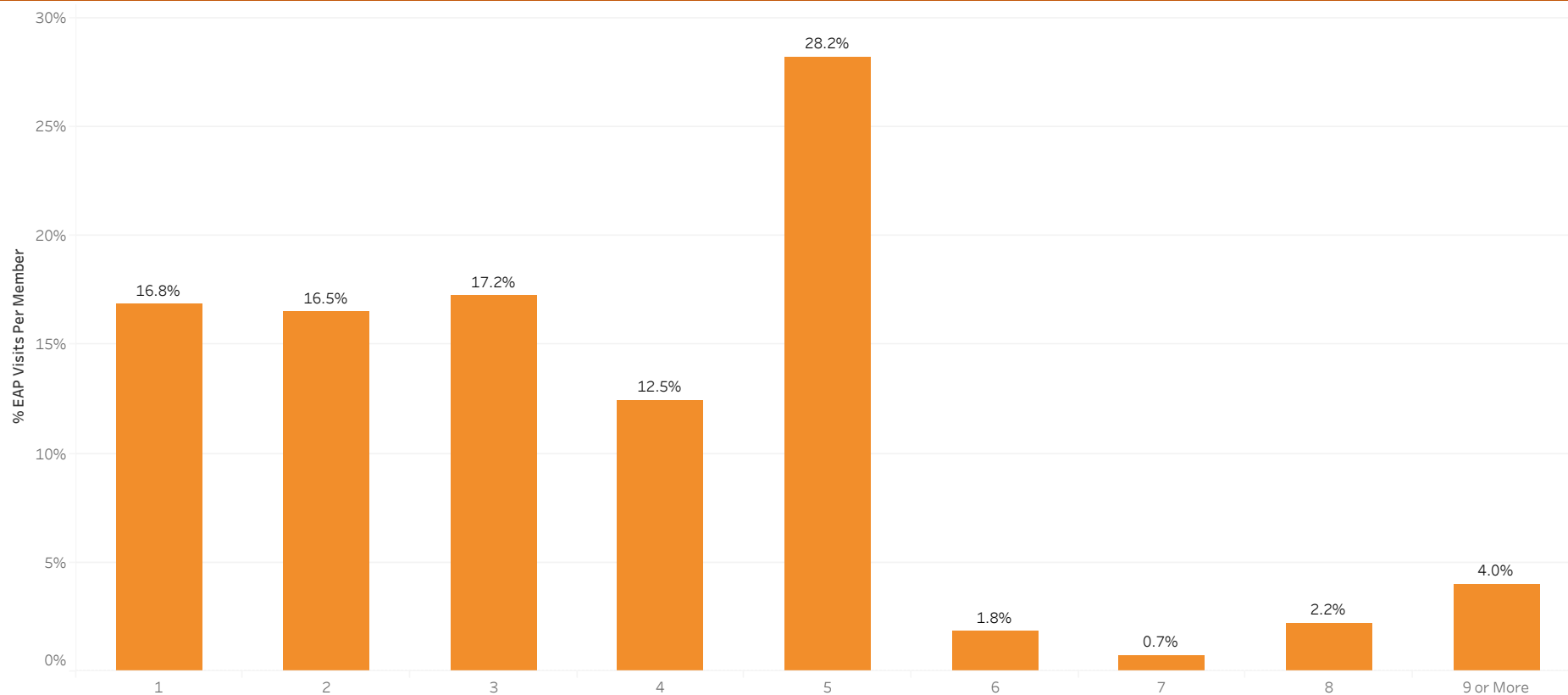
Worklife Educational Materials

YTD Top 10 WorkLife Educational Materials	YTD Number of Educational Materials
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Grand total includes all educational materials.

EAP Visits per Member

% EAP Visits per Member per Year



EAP Visits Per Member are only available when there are at least 5,000 covered employees



Recommendations

Optum Recommendations

April is Alcohol Awareness Month. There are numerous tools on the liveandworkwell.com site to address various issues impacted by excessive usage of alcohol.

May is Mental Health Month. Please consider promoting the EAP benefits in your communications to your members at this time. Please contact your Client Executive for assistance in developing a communication strategy.

Optum's Management Consultants can assist your organization with numerous employee issues, from DOT violations to addressing employee conflict, to providing tips and best practices on how to provide constructive feedback to an employee who is not performing to expectations. Contact your EAP line to reach a Management Consultant.



Optum EAP Book of Business Client Satisfaction Results

NPS Score	Customer Training Satisfaction	CIRS Satisfaction	Management Consultation Services Satisfaction
69	93.0%	93.8%	96.0%

Client Satisfaction Survey Results



NPS Definition:

NPS or Net Promoter Score is a standard metric used across industries to measure "Loyalty" that exists between a company and end users.

NPS is calculated by asking one simple question: "How likely is it that you would recommend Optum EAP to a friend or colleague"

Responses are captured on a scale of 0 - 10 with any score of 6 or below considered a Detractors, scores of 7 or 8 are considered Passives and those who provide a score of 9-10 are considered Promoters. The NPS score provided above is the % Promoters - % of Detractors.

Due to how it is calculated, the NPS can range from -100 to 100.

Core Utilization % - Annualized Utilization % of core EAP Services including: EAP cases, WorkLife cases (if applicable), Management Consultations, and Management Referral cases.

Total Engagement % - Annualized Utilization % of all touchpoints with Optum EAP including: Total EAP cases used to make up Core Utilization as well as Live and Work Well visitor sessions, Digital Engagement Hub sessions, Training attendees and Critical Incident attendees.

EAP Case - When a participant accesses EAP benefits, we create a case specific to that participant and the issues they are currently experiencing.

Worklife Case - When a participant accesses Worklife benefits, we create a case specific to that participant and the issues they are currently experiencing.

Management Referral

This is when a manager or supervisor calls a Management Consultant and discusses an issue regarding an employee or other work-related issue.

This is when a manager works with a Management Consultant to make EAP visits part of a formal performance improvement plan for a specific employee. Special Handling will no longer be included in the management Referral count. Categories included are: Mandatory, MandatorySAP, FFD, Mandatory NRC, SAPDOT, and SAPFAA.

Management Consultations - This is when a manager or supervisor calls a Management Consultant and discusses an issue regarding an employee or other work-related issue.

BOB or Book of Business – The overall value for all Optum customers receiving service

Services - Services are distinct categories of assistance we provide participants when they access their EAP benefits. One case may account for multiple services. Services are counted in each quarter between the quarter the case was opened and the quarter it was updated. The information for services excludes web visits.

Unique Users - Count of members who received services.

Web Visitor Sessions - Measures an individual session to the website only once per website visit, and is captured by the organization PIN number.

List of referral sources - Self, Family, Employer, Medical/MH Provider, Union, Other, EAP, WorkLife, Nurseline, Health Insurance Carrier, Pharmacy, Wellness/HRA Program, Medical Disability, Medical Disease Management, Depression Management, LifeSolutions.

Educational Materials - An article or packet of articles, pamphlets, tips sheets or booklets sent to the member via email or regular mail to provide information and education in support of the member's presenting needs. This does not include articles/materials that a member accessed on his/her own on Liveandworkwell.com.

Data Privacy Standard - Reporting is only available for organizations that have at least 100 headcount. Additionally each identifiable cohort must have at least 10 case respondents to view the results.