



Employee Assistance Program (EAP)

Presented by Optum



[Mass.gov/GIC](https://www.mass.gov/GIC)



[@MassGIC](https://twitter.com/MassGIC)



[MA Group Insurance Commission](https://www.youtube.com/MAGroupInsuranceCommission)



[Group Insurance Commission](https://www.linkedin.com/company/group-insurance-commission)

Mass4You is available to all active state (and municipal) employees and their dependents who are eligible for GIC benefits

- Mass4YOU is **CONFIDENTIAL**
- Mass4YOU provides a wide range of services – most at no cost, including:
 - Three (3) in-person or Tele-EAP counseling visits per issue, per benefit year
 - Legal, financial and mediation services
 - Unlimited work/life referrals such as child care, elder care, pet care, identity theft, relocation resources, photographers, plumbers, and more

3 Ways to Access Mass4You Benefits & Services



**Dedicated GIC #
(844) 263-1982**



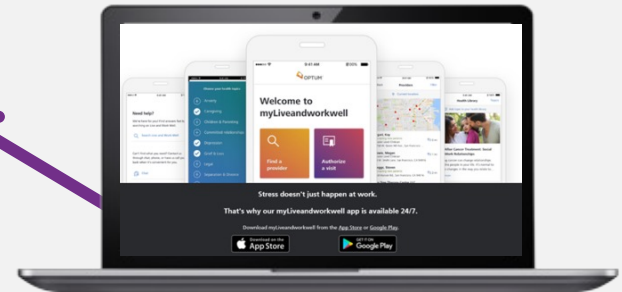
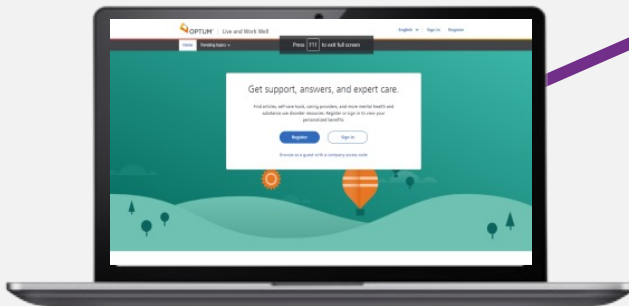
**GIC member or
family member with
Mass4YOU**

**Mobile App
myliveandworkwell
free download**



Website

www.liveandworkwell.com



24/7 access to Master's-level EAP Specialists, and Referrals

Personal consultation and referrals for

- Mental health and substance abuse issues
- Relationship and life changes: separation, divorce, remarriage, birth and adoption
- Workplace challenges
- Financial and legal issues
- Child and elder care resources
- Convenience services

Access via phone, Web and Mobile

Unlimited Crisis Support and Consultation



Legal

- One 30-minute telephonic or in-person consultation per issue per year – no cost
- Ongoing representation by an attorney at a 25% discounted rate

Mediation

- One 30-minute telephonic or in-person consultation per issue per year – no cost
- Access to professional mediator(s) and ongoing representation at a 25% discounted rate

Financial

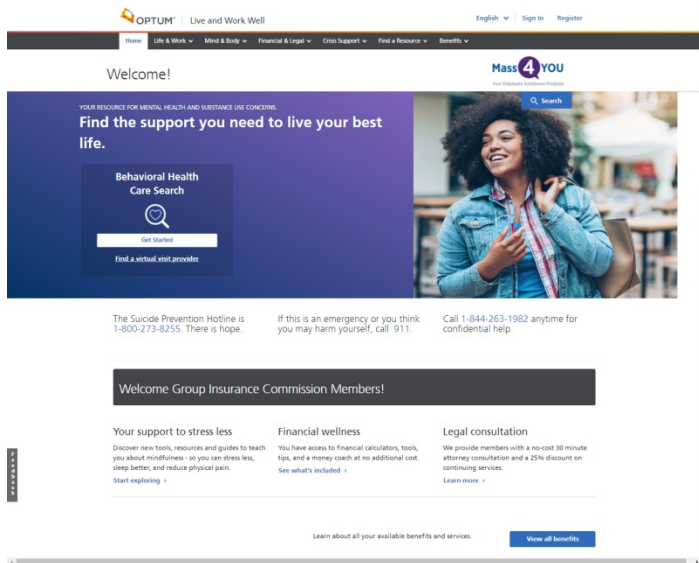
- Telephonic access to credentialed financial professionals e.g. CFPs, CPAs, etc.
- Up to three (3) financial consultations per year with no time limit
- On-line financial well-being resource center
- Self-directed learning modules
- Financial Assessment Calculators

Mass4You includes a dedicated Substance Use Disorder Hotline leveraging Optum's nationwide capabilities at 1-855-780-5955.

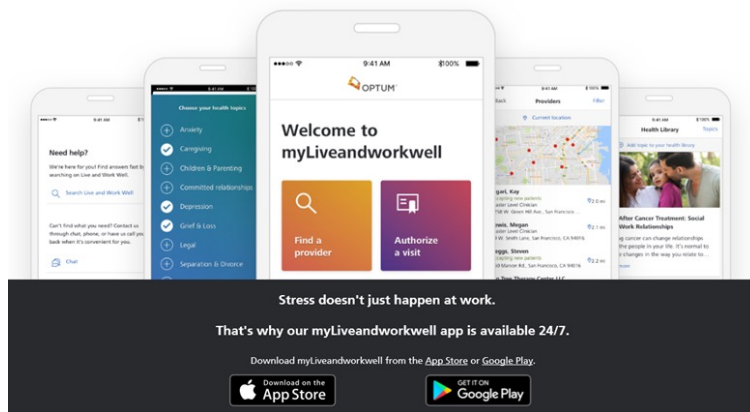
- Confidential
- Respect for caller privacy
- Arrange for immediate clinical evaluations for members ready to engage in care
- Support for parents, family members and caregivers



Website



Mobile App



To use the Website:

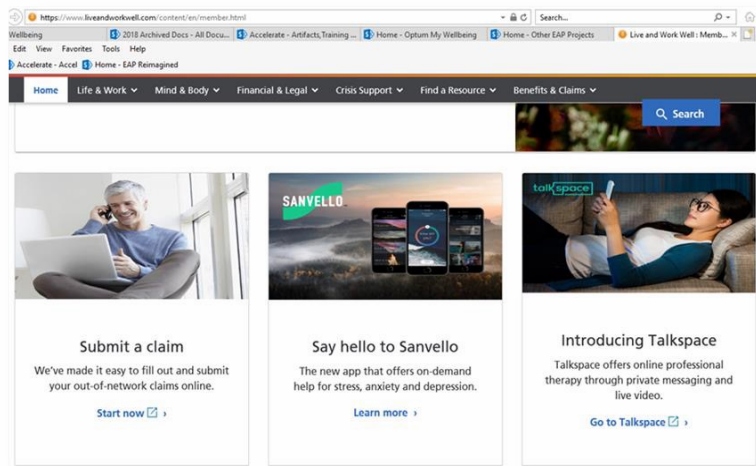
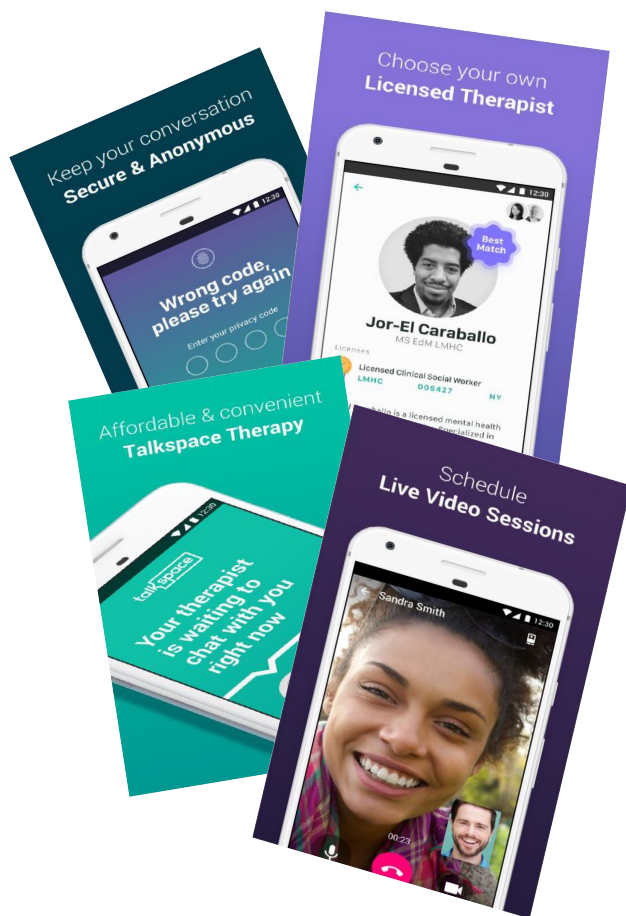
- Go to liveandworkwell.com
- Enter Access Code: Mass4You
- On the site **you can**:
 - Search for a “virtual” Provider
 - Identify Child and Eldercare Resources
 - Find valuable legal and financial info
 - Access Articles, Trackers and Tools
 - Complete self-paced training modules
 - Obtain an authorization Code-New enhancement
 - And so much more

To use the Mobile App:

(Enhancements coming soon)

- Search for **myliveandworkwell** on the Apple or Google Play store
- Download the App
- Enter Access Code: Mass4You
 - Customize your Library
 - Find a Provider
 - Connect with Resources

Talkspace is a contracted provider which gives members the option to communicate with a licensed, master-level or higher EAP Providers via text, voice or video message from their smartphone or desktop.



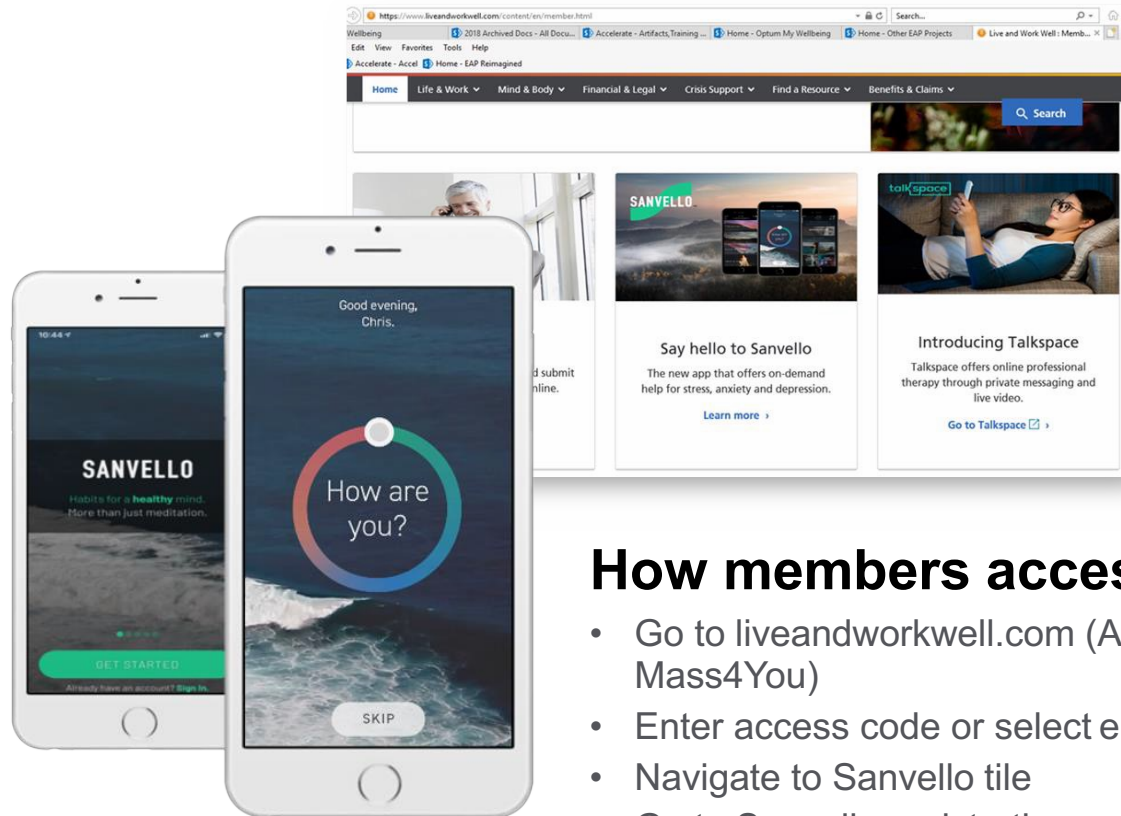
How Members Access:

- Contact EAP to obtain Authorization
- Go to Talkspace on employer's specific landing page on LAWW to get started (Access Code: Mass4You)
- Accessible via desktop or the app
- App downloadable via the App Store and Google Play

Key Features:

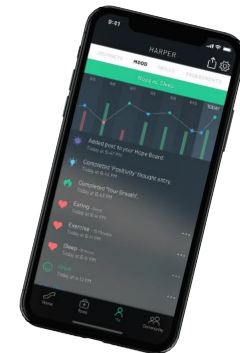
- **Thousands of licensed therapists** across all 50 states
- **Digital provider matching tool**
- **Send text, audio and video messages** and receive responses daily, 5 days per week
- Schedule **real-time video sessions** as needed
- **Ability to begin therapy within hours** of selecting a provider, no appointment needed

Sanvello is a digital treatment support self-help app based on Cognitive Behavioral Therapy (CBT) and mindfulness meditation that provides recommendations for activities designed to be effective in the moment.



How members access:

- Go to liveandworkwell.com (Access Code: Mass4You)
- Enter access code or select employer
- Navigate to Sanvello tile
- Go to Sanvello registration page
- Register an account
- Go to iOS / Google Play store to download Sanvello app
- Log into app using registration information





Commonwealth of Massachusetts
Group Insurance Commission



Thank You



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