



Management Consultations and Management Referrals

Management consultations and referrals for any employee challenge, from everyday concerns to serious problems.

The Optum® Management Consultation provides support for a wide range of issues. Our consultants work collaboratively with managers at any level in your company.

We leverage a multi-component model of care that aligns with internationally recognized standards and evidence-based practices. Our Management Consultants collaborate with your managers to identify the concern and its impact on the workplace, then plan the most appropriate intervention for the desired outcome.



Keep in mind that contacting the Management Consultation Team is not intended to take the place of Human Resources (HR) or internal consulting services, but to serve as an additional source of support for managers.



Management Consultations

A manager at your company calls Emotional Wellbeing Solutions access number to request a consultation. A Management Consultant will acknowledge the request by calling or emailing the requester within one hour.

The Optum Management Consultation Team can help guide leaders and employees through everyday concerns, as well as more serious issues, including:

- Creating a motivating environment for employees and preventing burnout
- Enhancing workplace communication
- Promoting teamwork
- Work performance
- Navigating workplace changes
- Leading in times of social unrest
- Managing workplace behaviors and promoting overall well-being
- Dealing with conflict
- Helping navigate natural disasters or local events impacting the workplace
- Identifying and supporting employees at risk for harm to self or others



Management Referrals

At times, the workplace issue impacting an employee's job performance may benefit from direct support to the employee and his or her manager.

The Optum Management Consultation Team supports line managers, people leaders, human resources and capital, occupational health, and other employer representatives to refer employees to the Emotional Wellbeing Solutions benefit.

The goal of a Management Referral is to help leadership create a healthy and productive workplace and retain valuable employees. A Management Consultant collaborates with leaders to develop a plan of action to assist and support their employees. The focus is on giving employees an opportunity to address workplace concerns, and help both the employee and the company return to normal, productive functioning.

There are many types of referrals, which may be governed by cultural norms, geographic location and customer policy.

Management Referrals are based on company policy. The Management Consultant will provide options/suggestions based on your specific policy.



How to get started

Contact Optum Emotional Wellbeing Solutions to request a consultation.

After providing details about the situation, you'll be connected to a consultant who can assist you. If the issue is urgent, or your employee is at immediate risk, you'll be transferred to a consultant skilled with handling emergency situations.



Cost and confidentiality

Management Consultations are unlimited and provided by your employer at no additional cost to you. Sessions are confidential in accordance with local laws and regulations.



To find the right support for you, sign on to liveandworkwell.com, register with your HealthSafe ID or enter your company access code: **UTGME**.



Optum Emotional Wellbeing Solutions is known as Employee Assistance Program (EAP) in California.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply. Stock photo used.

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