

SUPPORT PLUS

Employee and Family Assistance Program

Support Plus – Employee and Family Assistance Program is your resource for making life a little easier.

Contact us—Live representatives are available 24/7.

By Phone: (800) 213-5813
Website: liveandworkwell.com
Access Code: CityofLA

SUPPORT PLUS

Employee and Family Assistance Program



We make life a little easier.

What is **SUPPORT PLUS**?

Support Plus is an Employee and Family Assistance Program (EFAP) that is confidential and designed to help you with both everyday situations and emotional health issues. Starting January 1, 2019, the EFAP service provider is Optum.

Who can use **SUPPORT PLUS**?

All LAwell members and ALL members in your household are eligible for this program.

What are the costs?

Support Plus services are available at no extra cost to you. Certain services are available at a reduced cost.

How can I access services?

Live representatives are available 24/7 by calling **(800) 213-5813** or by logging on to **liveandworkwell.com**. The access code for both is: **CityofLA**.

What can I expect when I call?

A Support Plus specialist will answer your call and will discuss options with you. The specialist may send you information or help you to find resources.

**This program is confidential,
free, and available 24/7.**

What services are offered?

Legal Services: One 30-minute phone or in-person consultation per issue per year at no cost to you, and ongoing representation by an attorney at a 25% discounted rate.

Financial Services: One phone consultation (30 to 60 minutes in length) per issue per year. Topics available are debt reduction, investment plans, IRAs, taxes, budget management, and more.

Counseling Services: Attend five face-to-face counseling sessions for each issue per year. A Support Plus specialist can refer you to a network clinician.

Convenience Services: Increase ease in accessibility, save resources, and decrease frustration for you. Services available are household services, wedding planners, lawn care, travel services, and more.

Family Support Services: Access to a community based network for child, elderly, and newborn resources. Services available are referrals for caregiving, housing, transportation, daycare, senior activity groups, and more.

Educational Resources: Gain access to education, tutoring, college, and other resources. Services available are college planning, career consulting, special needs programs, and more.

Find more resources at:

liveandworkwell.com

Use access code:

CityofLA