

Live and Work Well



Well-being support and resources

If you need extra help and support, Live and Work Well can help. It gives you health resources and personalized services to help you and those you care about live the healthiest life possible.

The Live and Work Well site is available 24/7 for confidential access to professional care, self-help programs, and a variety of helpful information.*

You can:

- Get personalized assistance for the big events in your life
- Browse information and resources and get referrals to help balance work and your personal life
- Find answers to questions about behavioral health and medical concerns to help you deal with stress, depression, anxiety, and other conditions

Easy online provider search

The provider search lets you connect with providers and clinics specializing in behavioral health and substance use. Narrow your search by provider name, location, specialty, treatment option, ethnicity, gender, virtual visit options, or area(s) of expertise. You can click to call or email a provider, or visit a provider website.

Assessments + tools

You can browse the website by topic. You'll find info on child care, depression, financial planning, stress management, substance use and addiction, work-life balance, and more. You'll also find articles, videos, webinars, and other tools to help you explore your selected topic in bite-sized portions. You can also participate in interactive, customizable self-improvement programs.

Personalized claims + coverage

Free up time spent on the phone by visiting the secure claims and coverage section. Track behavioral claim status, update personal information, and much more. To access your behavioral health claims information, create an account on the Live and Work Well site.



Substance Use Disorder (SUD) helpline and online chat

Access the SUD helpline and online chat – a free, confidential resource for you or a loved one. It offers direct, 24/7 access to substance use recovery advocates via phone at **1 (855) 780-5955** or live chat. Get expert support to understand the right SUD treatment options for your situation. Schedule a clinical evaluation with a licensed substance use treatment provider, usually within 24 hours.



Visit

Visit [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com).

- To view educational content and use the provider search, enter access code MEDICA.
- Create an account to access all self-help resources and the claims center. Just click on Register at the top of the page. Then enter your Medica member ID number, and you'll be all set.



Need help? We're here.

Call Customer Service at the number on the back of your Medica ID card.

*Access to certain services is dependent on your health plan coverage. If you are enrolled in a Medica health plan, call Medica Customer Service at the number on the back of your ID card to learn what your plan covers.

The benefits described above are administered for Medica health plans by Optum Inc. subsidiaries, United Behavioral Health and, in California, U.S. Behavioral Health Plan, 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.