Q. Why has Live and Work Well been redesigned?

A: The site was redesigned to simplify (making the site more approachable), reorganize (enhancing usability) and improve navigation (providing a “guided” experience). It is also mobile responsive and can be used on desktop, mobile device and smartphone.

Q: What is changing?

A: The new experience has some new and exciting features. Users are able to complete more tasks on the website—or complete tasks more easily—with a more intuitive, modern design. Utilization reports and the Admin Toolbox will have a new look. And more options for customization are available after launch (request in May).

Q: What will stay the same?

A: The following will stay the same as it was prior to the launch:

- url: [www.liveandworkwell.com](http://www.liveandworkwell.com)
- Guest Access Codes remain the same
- Admin Toolbox Access Codes remain the same
- HealthSafe ID if member registered for one after 9/30/16. Otherwise members will need to register for it when accessing claims or secure programs.
- All content, tools and programs and customizations on previous site are included in the new site.

Q: How will the changes be communicated?

A: A member digital flyer has been created that introduces the new site features and navigation. Please share this with your employees/members. If allowed by you, an email will also be sent to members who have previously registered and opted in to receive notifications from liveandworkwell. Spotlights on liveandworkwell will be posted pre-launch too.
Q: Is the site searchable?
A: Yes, there is a new way to search using a “guided experience” by leveraging the “How can we help you?” area located on the Home Page:

Q: What purpose do the dropdowns serve at the top of the site?
A: The Website will now include general navigation containing new headers and organization of topics, depending on plan benefits.

Life & Work – Personal life and work life information combined
Mind & Body – Conditions for Mental Health, Physical Health, Substance Use/Addictions
Financial & Legal – Money matters and legal topics
Benefits & Claims – A new benefits and claims area with updated functionality.
Find a Resource – New! Provider Search, community resources, searchable databases and more.
Q: What’s new in the Welcome message?

A. An updated welcome message area on the home page includes 3 feature areas for Benefits call-out, customized client offerings, programs and links to client-specific documents (no limit to the number that can be added). These feature areas are also displayed under the Benefits tab.

Q: How do I find a provider?

A: The Website includes a Provider Search Tool – located in the Find a Resource header, from the Guided Search located on the home page ‘How Can We Help You?’” and throughout the site.

Q: Where is the Contact Us information located?

A. Contact Us information is found in the Benefits tab, in the footer of each web page and throughout the site in various feature areas. The Support phone number is listed prominently on the home page and all site pages.

Q: Where are the items now that were in the Quick Links area?

A.
- Benefits & Claims in top navigation
- Provider Search in top navigation Find a Resource, on home page Guided Search tool and throughout site
- EAP Visit Authorization now in Benefits tab
- Contact Us in Benefits tab and in the footer
- Popular Tools on homepage and in each center
- Programs in each topical center (depression, anxiety)
- Resources in Find a Resource in top navigation and also in topical centers
- eCards in Popular Tools on home page

Q: Where are the Rotating Spotlights?

A: The rotating spotlights are on the home page below the Welcome message area. When appropriate, Important Communications will be posted separately for national disasters and special alerts.

Q: How are Topical Centers about specific conditions organized? (Note: use arrow to expand and hide)

- Learn featuring popular guides from vendor partners such as Healthwise and Mayo, helpful articles and the latest news
- Resources featuring screening tools, courses, videos, toolkits and worksheets.
- **Get Help from Others** featuring external resources such as national websites, access to the Provider Search tool and benefit-specific contact information.

**Q: How do I find out about Benefits?**

- Benefits Tab: Will Display Products Per Plan Type
- Custom offerings can be loaded here and there is no limit to the number of client docs to be added.
- Includes Eligibility
- Access to Support phone number

**Q: How do I navigate the new Self-Service Claims Area (Behavioral Health Accounts only)**

A:

- **View Claims Summary** – improved display of cost details for each claim and member responsibility
- **Submit an Out-of-Network Claims**
  - Information needed before you start
  - Reasons for mailing a claim
  - Easy Step-by-Step process with tool tips
- **View Eligibility**

**Q: How do I access EAP Benefits?**

- **Find a Resource** in top Navigation tab provides easy access to finding a provider, attorney or financial planner. Plus searchable databases for childcare, eldercare, schools and volunteer activities.
- **EAP Visit Authorization Request:** find in Benefits tab

  For help finding contractors (plumbing, handyman, electrician, HVAC, storm damage), yard maintenance, snow removal, house cleaning, childcare and eldercare, CPAs and more.
- **WorkLife Kits:** if part of benefits, find under top navigation tab: Benefits. They can potentially be a feature in the Welcome Message too.

**Q: Where can forms be found?**

A: The page footer includes a FORMS link that leads to a landing page with important forms. Also includes Appeals/Grievance Form, Care & Coverage Guidelines, Tech Support and State-specific information.

**Q: How and when do I change deep links?**

A: **Reminder:** Pre-launch deep links to your home page and Provider Search will transfer at launch. Post-launch other deep links you had on your intranet to liveandworkwell will need to be changed. Each web page footer has a “Share this Page” url link that replaces what was previously referred to as Get Deep Link. Copy & paste the Share this Page link to your intranet as you did before.