





Get the right support at the right time.



Life is not always easy—for any of us. The day-to-day pressures of work obligations and family dynamics can be overwhelming. Fortunately, you don't have to take it all on yourself. Your PayPal benefits include many resources that offer extensive support for everyday issues and concerns. Consider these behavioral health resources when you or a family member needs support.

Confidential, always-accessible resources to help you feel better, live better and be better.

	EAP (Employee Assistance Program)	Behavioral Health in Person	Behavioral Health Virtual Visits	Talkspace
Description of Service  <p>The EAP provides services at no cost to PayPal employees and their household members. This service is confidential and for short-term needs. Our EAP Specialists are available 24/7. They can provide you immediate help via phone or direct you to one of our network providers for a no-cost, face-to-face consultation.</p>	<p>Behavioral Health Care is a service for individuals with specific diagnoses such as clinical depression, bipolar disorder, etc. Substance abuse treatment benefits also fall under this category. Behavioral Health Care typically is longer term in nature.</p>	<p>Behavioral health virtual visits are a virtual service for individuals with specific diagnoses such as clinical depression, bipolar disorder, etc. Substance abuse treatment benefits also fall under this category.</p>	<p>Talkspace is a new behavioral health virtual visit provider group offering the new capability of unlimited text messaging* with access to licensed clinicians, master level and higher. In addition, real-time audio/video appointment scheduling is available.</p>	
When to Use  <p>The EAP can help in these areas:</p> <ul style="list-style-type: none"> Family and relationship support Grief and loss Anger management Marital problems Legal/financial services Childcare and eldercare Addiction/recovery support Life transitions 	<p>The behavioral health benefit can help with ongoing stressful situations, such as:</p> <ul style="list-style-type: none"> Clinical depression Bipolar disorder Alcohol or drug abuse Domestic violence Eating disorders Compulsive disorders Medication management 	<p>A behavioral health virtual visit can be used for needs such as:</p> <ul style="list-style-type: none"> Clinical depression Bipolar disorder Alcohol or drug abuse Domestic violence Eating disorders Compulsive disorders Medication management 	<p>Talkspace provides support for conditions such as:</p> <ul style="list-style-type: none"> Anxiety Depression PTSD (post-traumatic stress disorder) Compulsive disorders Issues related to LGBT+ ADD/ADHD 	
Visits/ Costs  <p>Your health plan offers 6 free, confidential visits with an EAP counselor per concern, per person, per year.</p>	<p>Behavioral health benefits are subject to the coinsurance and deductible of the medical plan you have chosen.</p>	<p>Behavioral health benefits are subject to the coinsurance and deductible of the medical plan you have chosen.</p>	<p>Talkspace is available as an outpatient benefit and may be subject to the same copay or coinsurance rates. Please check your benefits for details.</p>	
How to Connect  <p>Find a resource online. Log on to liveandworkwell.com, Access Code: PayPalUS Under the “Find a Resource” tab, select “Virtual Visits.” Review the “How it works” instructions, then select “Get Started” to find a provider licensed in your state. You may also reach an EAP Specialist at 1-888-876-7830, 24 hours a day, 7 days a week.</p>	<p>Find a provider. To find a provider, log on to liveandworkwell.com, Access Code: PayPalUS Some services may require authorization. You may also call 1-888-876-7830.</p>	<p>Find a resource online. Log on to liveandworkwell.com, Access Code: PayPalUS Under the “Find a Resource” tab, select “Virtual Visits.” Review the “How it works” instructions, then select “Get Started” to find a provider licensed in your state. You may also reach an EAP Specialist at 1-888-876-7830, 24 hours a day, 7 days a week.</p>	<p>Find a doctor. Visit myuhc.com® and sign in or register for an account. Select Find Care & Costs > Mental Health Directory. Type Talkspace in search field > Talkspace provider group appears > Click on the word “Talkspace” to see overview. To get started, click on talkspace.com/connect > Get Started > Simply register, choose your therapist and message anywhere, anytime.</p>	

Still not sure where to start? Call EAP at 1-888-876-7830 for guidance.



*Data rates may apply.

Work Life Solutions (EAP) is administered by Optum Behavioral Solutions. Optum Behavioral Solutions is a brand name of United Behavioral Health.

Information provided is of a general nature. It is not meant to replace professional advice or care or imply coverage of specific clinical services or products. Certain limitations on visits and/or treatments may exist. Check your specific benefit plan for details.

Optum® is a health and well-being company that provides information and support as part of your health plan. It is not a substitute for your doctor's care. Your personal health information is kept private in accordance with your plan's privacy policy.

Virtual Visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Certain prescriptions may not be available, and other restrictions may apply. Data rates may apply. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

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