

LifeWorks Product Configuration



Core Well-being Features

Total Well-being Features

Core Well-being Platform

Enhanced Well-being Platform

Employee Assistance Program

- 24/7 service center access
- Counseling services: in-person & video
- Life coaching (US only)
- Financial health assessment
- Financial & legal services
- Specialty consults: elder care, special needs, disability, etc.
- Management support
- Customer Success Orientations
- Utilization reporting

Fee for Service:

- Critical incident support (FFS UK)
- Substance abuse case management / DOT (FFS UK/CA)
- Wellness seminars & training (FFS UK/CA)

Well-being Feed

- Corporate posts
- Smart well-being resources (search & discovery)
- Personalized snackable well-being articles
- Benefits & savings posts

Perks & Savings

- Gift card discounts
- Online cashback
- In-store coupons
- Upload Your Perks & Benefits
- Exclusive lifestyle offers

Community (500 EEs & below)

- Recognition
- Directory
- Leaderboard

Employee Physical Assistance Program (EPAP)

- Digital Health Coaching
- Telephonic Health Coaching (sleep, stress, weight, pre-diabetes, smoking, general health)

Enhanced Well-being Feed

- Personalized snackable well-being podcasts & videos (rich media)

Enhanced Perks & Savings

- Boosted gift card discounts
- Boosted online cashback
- Upload Your Perks & Benefits (Unlimited)
- Unlimited exclusive lifestyle offers
- Suggest a Perk

Analytics & Reporting

- Employer Dashboard
- Utilization & Savings

Physical Wellness

- Health risk assessments
- Health & engagement challenges
- Social, corporate or individualized challenges
- Wearable tech integration
- Participation-driven rewards & incentives
- Personalized intervention

Enhanced Community

- Well-being feed upgrade: sticky & promoted posts
- Recognition: personalized company values
- Spot Rewards
- Directory (Grouping)

Fee for Service:

- Biometric integration
- Enhanced eldercare service
- Predictive analytics