



Medica's Behavioral Health Resources

Presented by Rebecca Spartz, MSW, LICSW, Medica Behavioral Health Director

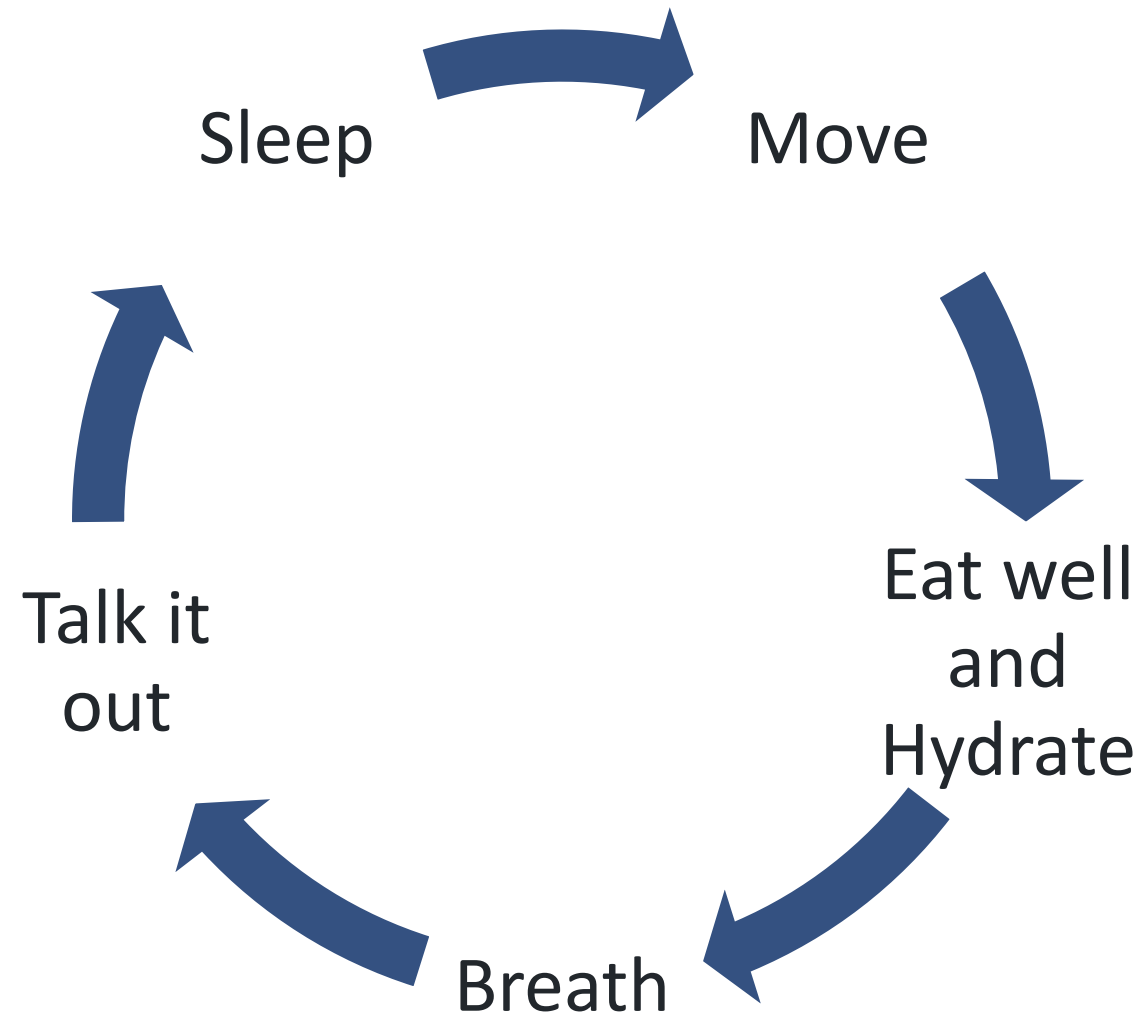
Alice Sanders, RN, MS, MBA, Medica Health Strategy Sr. Director



Agenda

- Behavioral Health Landscape
- Self-Directed Resources
 - Live and Work Well
 - Able To
 - My Health Rewards
- When and where to get care
- Case Management Programs
- Virtual Care
 - Amwell
 - Talkspace
- EAP

What you can do for yourself to support resilience and mitigate the health impacts of stress



What your health plan can do for you to mitigate the impacts of stress

Multiple ways in which a member can engage with us, based on their preferences and needs...



...leads to an improved member experience, greater access to care and improved outcomes.

Expanding and improving access to personalized, equitable care

National Network of **345,727 providers** including **136,000** virtual providers

4,800 Medication-Assisted Treatment providers

27,028 Autism specific Applied Behavioral Analysis providers nationwide

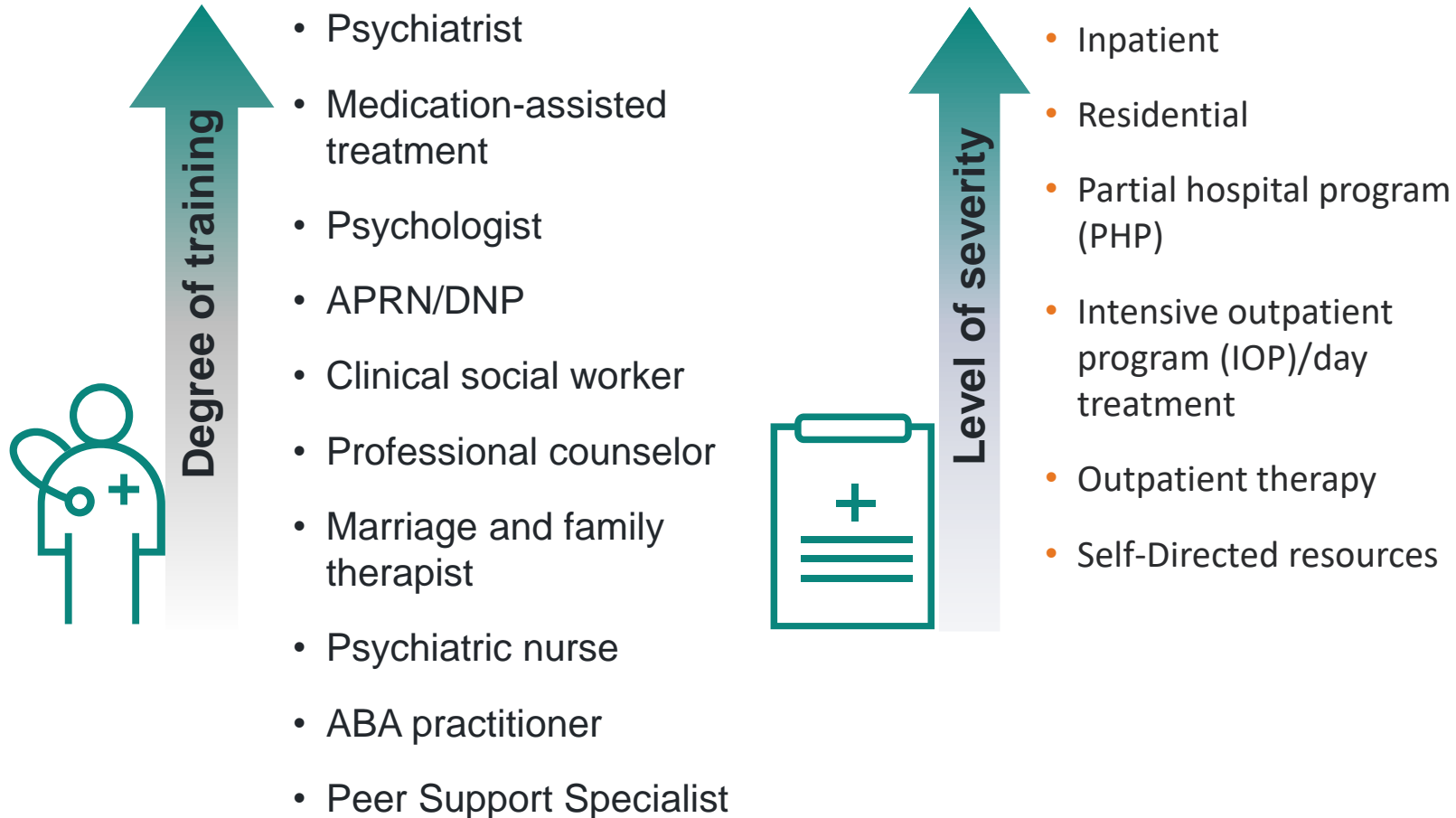
Our network currently reflects **29 ethnicities** and **130 languages**.

In 2023, **93% of members** surveyed stated their care was respectful of their linguistic, cultural, racial and ethnic needs.

Members have access to a **24/7 translation service** through our call center.



Types of Providers and Treatment





Self-Directed Resources

Medica Behavioral Health

24/7 resources to help you find a behavioral health provider to meet your needs

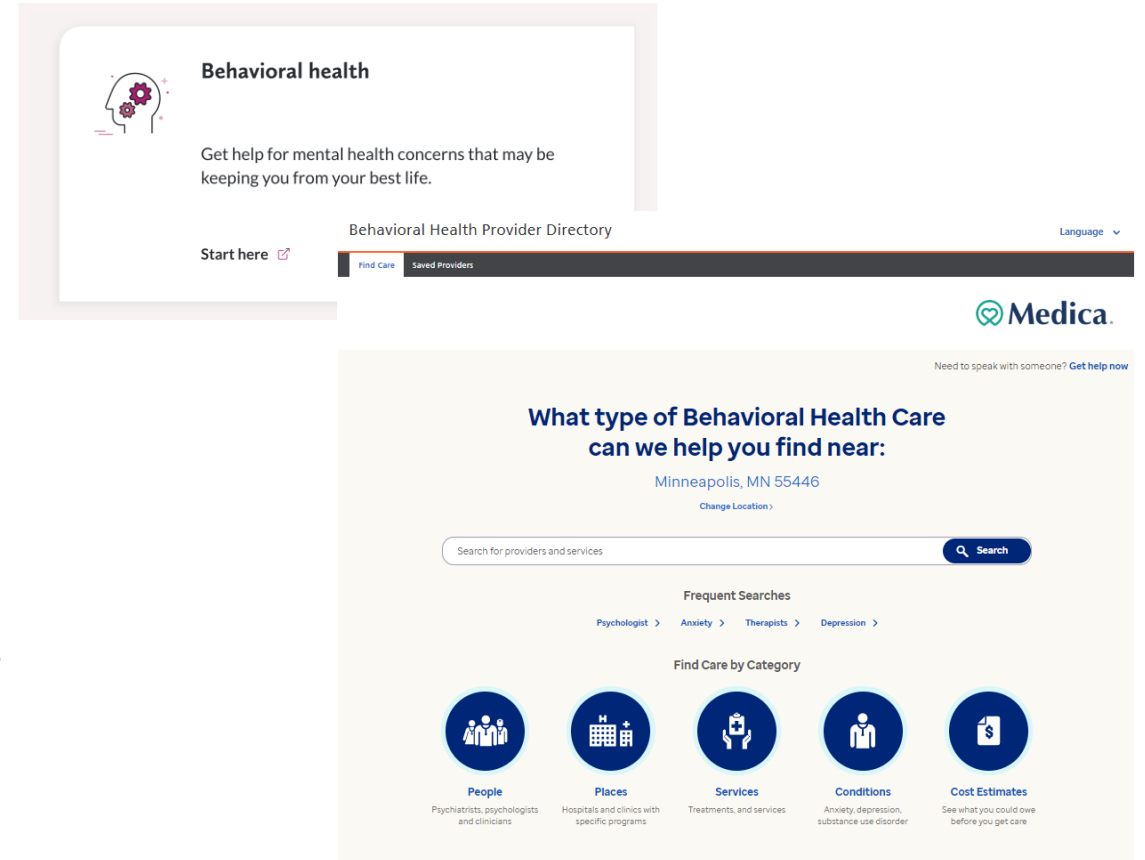
Medica's Behavioral Health network includes more than 345,000+ practitioners nationwide. When you need to find a behavioral health provider:

Call Medica Behavioral Health at 1 (800) 848-8327

- Specially trained staff can help you get the right care when you need it, 24-hours a day.

Use the Online Directory

- It offers an easy way to connect with providers and clinics specializing in mental health and substance abuse.
- Visit [Medica.com/FindCare](https://www.medicahelp.com/FindCare), select your plan from the list of options, go to the Behavioral health tile, and select “Start here.”



Online Behavioral Health Directory

Easy to use resource to help members locate a health provider based on their specific needs

Members can:

- Search by provider name, condition, expertise, specialty, program/therapy methods, gender, ethnicity, language and more.
- Find providers who offer virtual visit/online therapy
- View average cost estimates
- See patient satisfaction ratings
- Click to call, email, or visit a provider's website
- Login to access more functionality such as online appointment scheduling and cost estimates based on their plan benefits

Members get started by going to **Medica.com/FindCare**. The directory is also available on **LiveandWorkWell.com**

The screenshot displays the 'Behavioral Health Provider Directory' interface. At the top, there are tabs for 'Find Care' and 'Saved Providers'. The main heading is 'Results for Therapist' with a sub-heading 'Mental Health Office Visit - Therapy - 60 Minutes' and 'Total average cost in your area: \$148 - \$152'. A navigation bar shows '445 In-Network Providers' and a location filter set to 'Within 100 Miles' for 'Minneapolis, MN 55446'. Below this, there are filter options for 'Provider Name', 'Virtual Visits', 'EAP Services', 'Specialty', and 'More Filters', along with a 'Sort By' dropdown set to 'Preferred Providers'. A section titled 'Consider a Virtual Care Session' includes a 'View Providers' button. The first provider listed is 'Thilmony, Sarah D, MSW, MA, DSW', a Master's-Level Clinician located at 11292 86th Ave N Ste 100, Maple Grove, MN 55369, 5.4 miles away. Her profile includes icons for 'Virtual Care Offered', 'Accepting All Patients', and 'In-Network Provider', along with a 'You May Owe *N/A' indicator.

Crisis Support

Click on Crisis Support link

- Warm Lines
- Suicide Hotline
- Preparing for a Psychiatric Hospitalization
 - Preparation Tips
- Crisis Respite Services
- Self-Help Resources

Find Self-Help Resources ^

Resources

[Psychiatric Advance Directives](#)

Find out what you need to know about preparing your own psychiatric advance directive or helping a family member with mental illness prepare for a psychiatric crisis.

[Warmlines for Mental Health Support](#)

A warmline is a peer-run listening line staffed by people in recovery themselves. Because there is no single comprehensive source for all warmlines in the country, the best way to find a local warmline is to use your browser and search for "warmline" and the name of your state.

[Wellness Clubhouse](#)

The Clubhouse is for anyone seeking inspiration and support for a life of health and well-being.

[After a Hospital Stay: Managing Appointments](#)

Get tips for how to keep track of and prepare for your follow-up doctor appointments.

[View all resources](#)

Videos

[Your Hospital Stay: Moving to Another Care Facility](#)

Learn how your discharge plan can help you feel more confident about moving to a care facility.

[In the Hospital: Three Tips for a Healthier Hospital Stay](#)

Learn three important ways to prepare for a healthier hospital stay.

[Your Hospital Stay: Going Home](#)

Learn how your discharge plan can help you feel more confident about leaving the hospital.

[What is a Hospital Patient Advocate?](#)

Learn what a hospital patient advocate is and what problems an advocate can help with.

[View all videos](#)

Consider Liveandworkwell if:

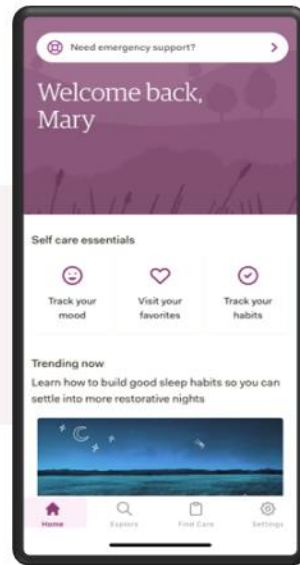
- You want to learn more about behavioral health
- You want to manage out of network claims on-line
- You want to take a quiz to learn more about your mental health
- You want to find a provider in your area or state

<https://www.liveandworkwell.com/en/member/benefits/bh/family-support.html> Guest Code: MEDICA, then select your plan to explore your network.

For more detailed information about your benefits, or to take a 5-minute assessment and get automated recommendations about your care, register with your Medica member number and sign in.

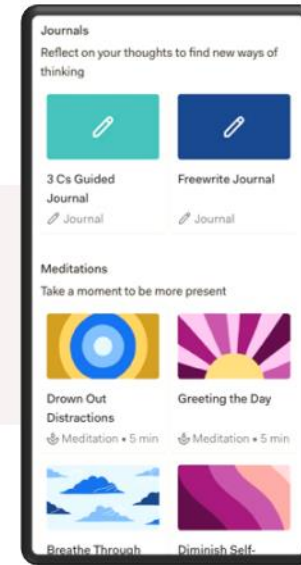
Self Care by AbleTo

- **Overall goal:** Empowers individuals to engage with coping tools, meditations, sleep tracking, healthy habits and more to improve their mental health and build life skills.
- **Eligibility:** Medica members 13 years and older as part of their Medica Behavioral Health
- **Program features**
 - Assessments & tracking
 - Mental health skills & tools
 - Collections
 - Community
 - Find Care – Connect w/ a therapist online
- **Getting started**
 - Go to [AbleTo.com/Begin](https://www.ableto.com/Begin)
 - Click “Get started” and enter “Medica” for access



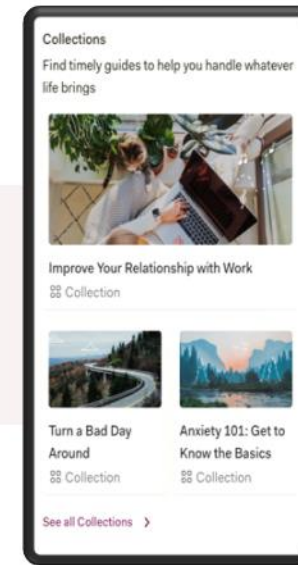
Assessments and tracking

Mood tracking and assessments help members understand their emotional state, track progress and access focused content, tools and support.



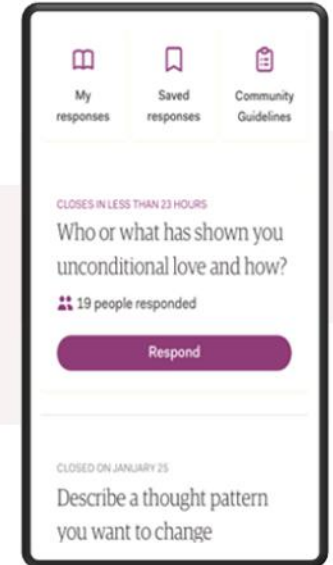
Mental health skills and tools

Clinical tools and techniques help members learn and practice evidence-based mental health tactics to build long-term life skills.



Collections

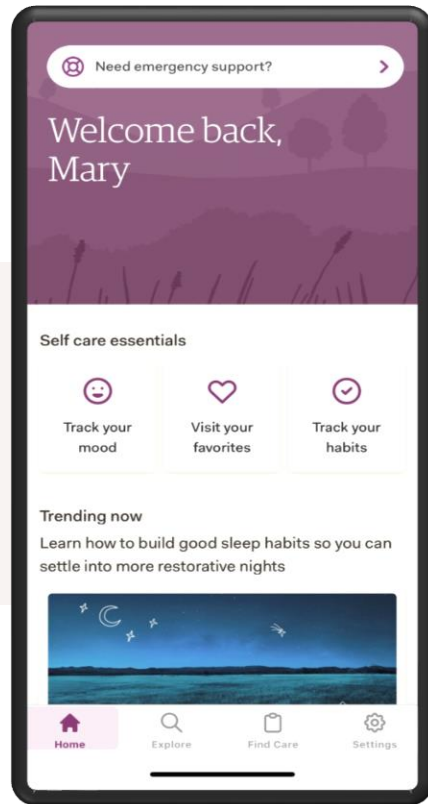
Topical content helps members learn and apply skills relevant to specific needs or situations.



Community

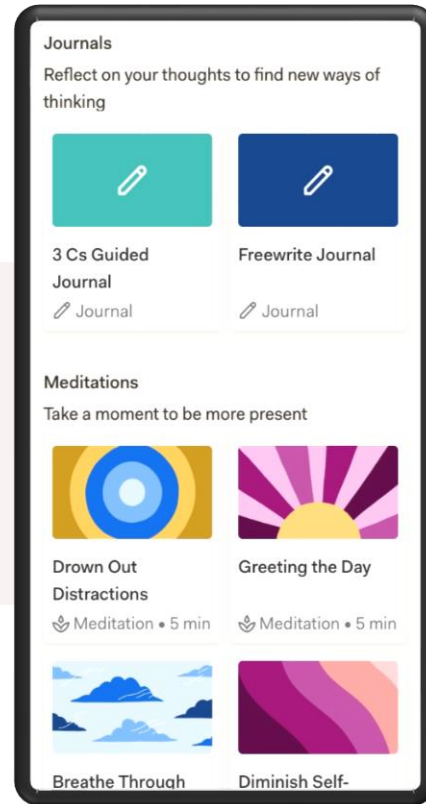
Engages members around daily prompts on a variety of topics. Members can learn from one another with positive and supportive messages.

Self Care by AbleTo: Four types of self-support



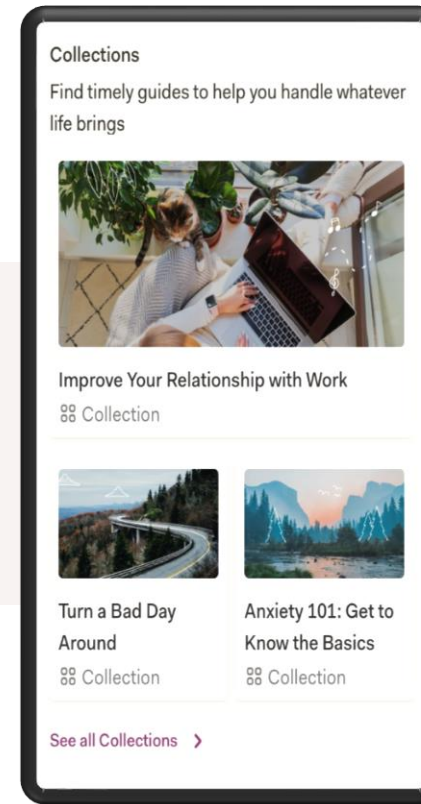
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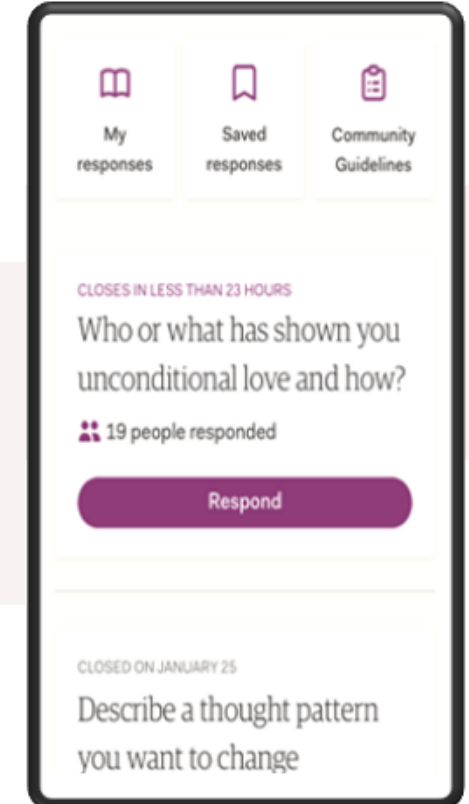
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Consider Self Care by AbleTo if:

You enjoy apps
on your phone

You want to learn more about yourself

You have mild to moderate stress or anxiety

You have 5 minutes a couple of days a week to add to your routine

You are interested in or motivated by personalized progress reports

You are likely to
engage in one, any or
all of the following:
Self-assessments
Journaling
Guided meditation
Guided breath work
Chat boards
Educational reading

My Health Rewards

Overall goal

- Earn points and get rewards with My Health Rewards, an online tool that helps you take small steps to reach your health goals.

My Health Rewards [video](#)

My Health Rewards Invest [video](#)



Eligibility

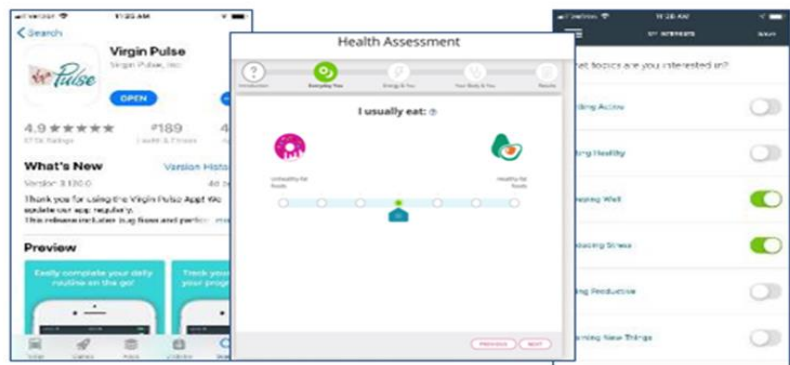
- Medica members 18 years and older

Getting started is easy!

Download the App

Take the health assessment

Save your interests



Rewards

Get rewarded for using the tools and programs that work for you.

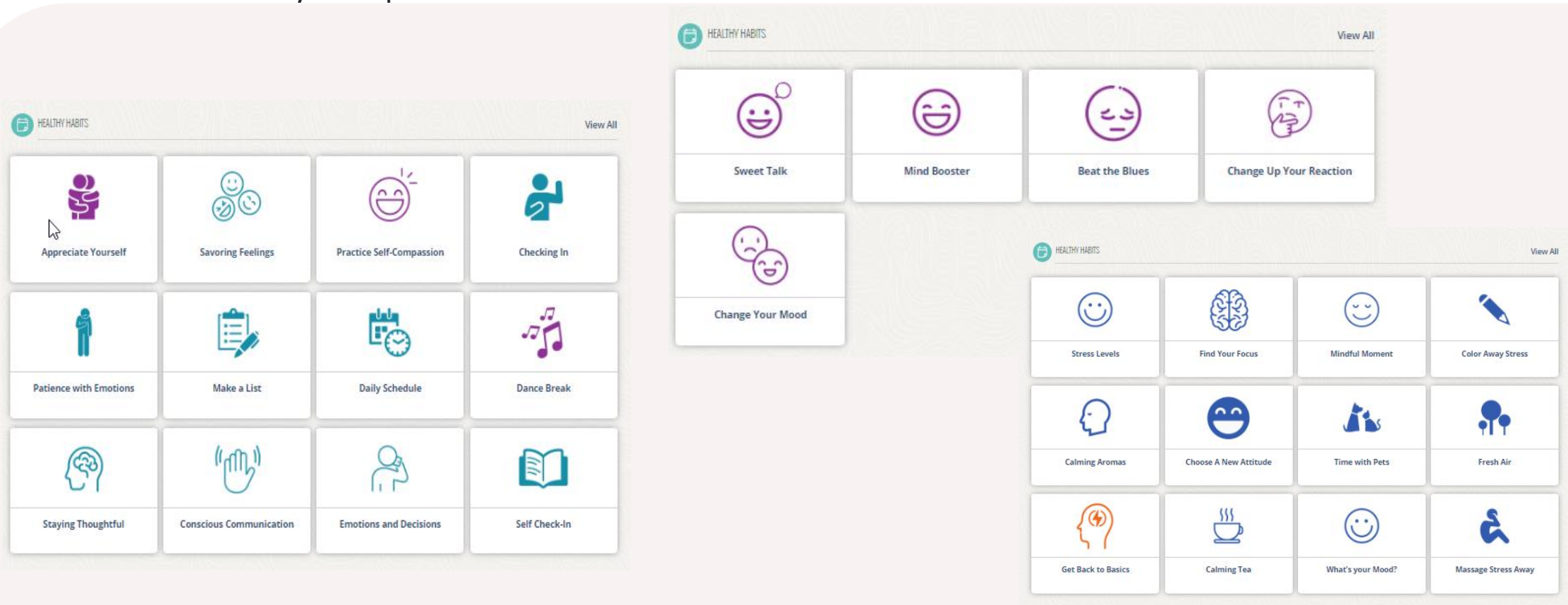
- Track physical activities and daily steps
- Complete activities to foster healthy habits (Journeys®)
- Read daily learning cards
- Track sleep
- Explore more ways to earn rewards

WAYS TO EARN	POINTS	PULSECASH REWARD AMOUNT	REWARD TYPE
EARN PROGRAM POINTS	2,000	\$10	E-gift card or other options
	10,000	\$20	E-gift card or other options
	25,000	\$50	E-gift card or other options
	40,000	\$80	E-gift card or other options
		\$160 per year	
20-DAY TRIPLE TRACKER	Track* any combination of the following activities on 20 or more days in a calendar month to earn a bonus reward: <ul style="list-style-type: none"> 7,000 steps a day and/or; 15 active minutes a day and/or; 15 workout minutes a day. 	\$5 per month	E-gift card or other options
		\$60 per year	
PREVENTIVE CHECKUP	Get your annual preventive health checkup and mark your completion date in "My Care Checklist"	\$5 per year	E-gift card or other options
Point-based rewards + 20-day triple tracker + preventive checkup rewards =		\$225 in rewards potential per year	E-gift card or other options

*You must connect your fitness tracker to your My Health Rewards account. Manual tracking of steps and active minutes will not count toward earning the monthly reward.

My Health Reward – Mental Health Resources






- Daily Learning Cards & Healthy Habits
 - Reducing Stress
 - Find Emotional Balance
 - Anxiety & Depression







My Health Reward – Mental Health Resources

- My Health Rewards Journeys®
 - Reducing Stress – 5 Journeys
 - Find Emotional Balance – 4 Journeys
 - Sleeping Well – 4 Journeys






Reducing Stress

-  **Choose a New Mindset**
Last Completed: 12/01/21
-  **Find Your Focus**
Last Completed: 01/15/22
-  **Make Time for Play**
Last Completed: 12/11/21
-  **Stress Less in No Time**
Last Completed: 01/19/22
-  **Three Ways to Lower Stress**
10 Days to Complete

Find Emotional Balance

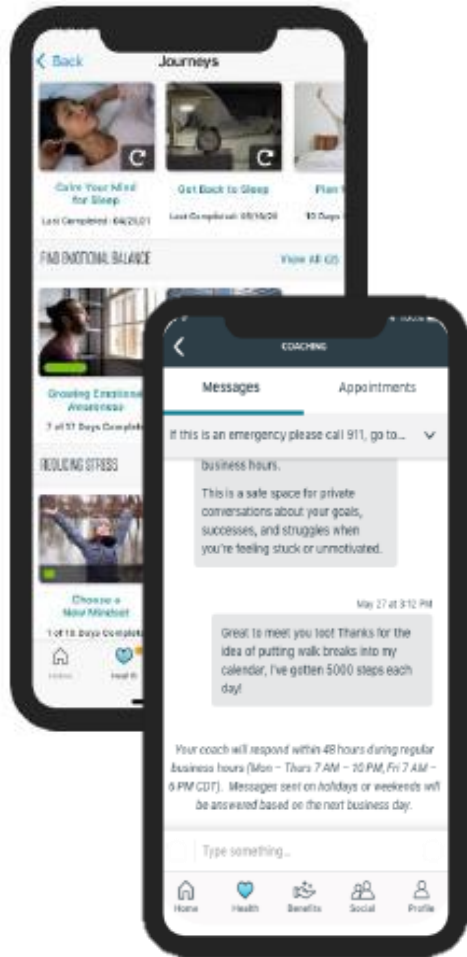
-  **Care for Yourself While Caring for Others**
16 Days to Complete
-  **Growing Emotional Awareness**
0 of 17 Days Complete
-  **Practice Self-Love and Self-Acceptance**
Last Completed: 03/13/23
-  **Returning to Your Workplace**
18 Days to Complete

Sleeping Well

-  **Calm Your Mind for Sleep**
10 Days to Complete
-  **Get Back to Sleep**
10 Days to Complete
-  **Plan for Sleep**
10 Days to Complete
-  **Set Up Your Room For Sleep**
10 Days to Complete
-  **Sleep For Parents**
10 Days to Complete

Medica Programs | My Health Rewards: Value

Enhancements: Live coaching



Digital coaching journeys

Each journey breaks a key behavior or a larger goal into smaller achievable steps, helping people improve their health literacy and form new habits as they go.

Live coaching services

1:1 multimodal coaching where members are matched to a coach based on their goals and preferences, across all lifestyle topics, including mental well-being.

Coach messaging

Once a member has had a call with a coach, they can communicate with the coach via phone calls and messaging. With increased access, they can seek support, information, and guidance in a more convenient and flexible manner.

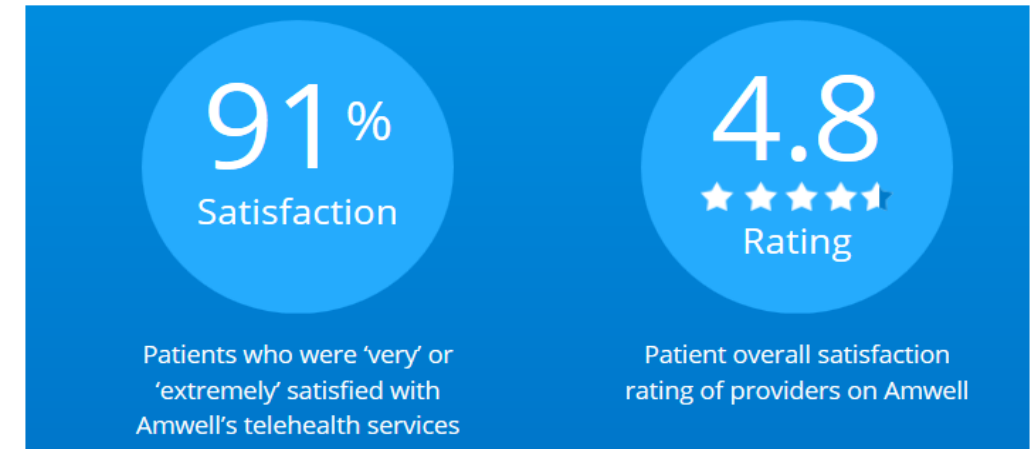


Virtual Care

Amwell – outpatient therapy when convenience is the priority

A quick and easy virtual care option for most behavioral health concerns that can be addressed in an outpatient setting.

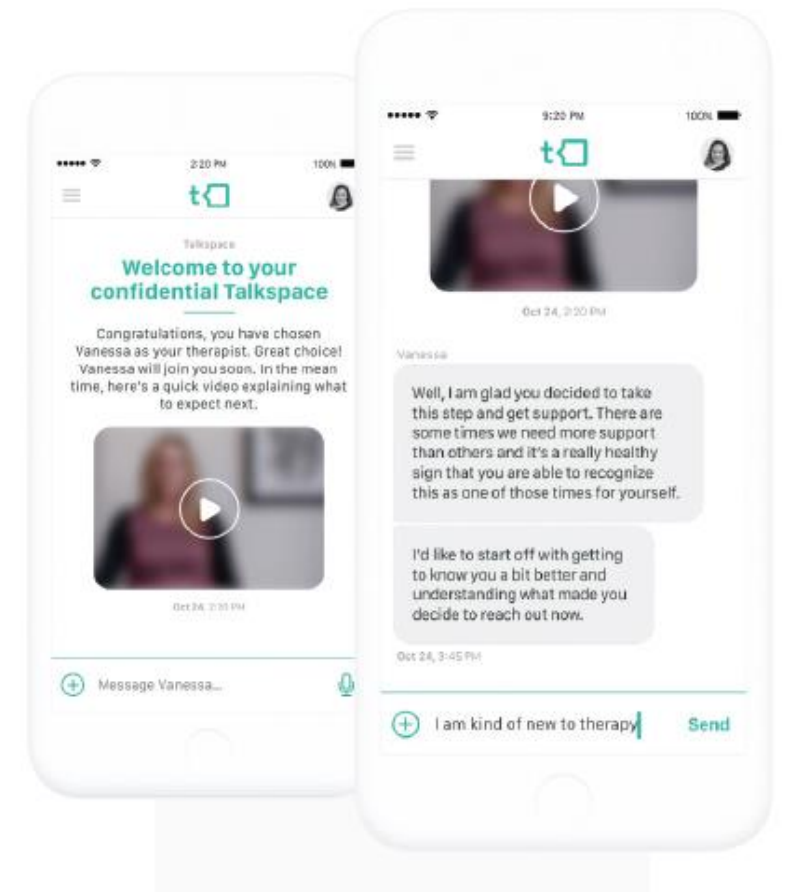
- Medical and behavioral health services available in every state
- Psychiatrists and therapists available for scheduled visits, often at convenient times and during nights and weekends, and almost always within 7 days for therapy, and 30 days for psychiatry and medication management
- High satisfaction rating among consumers
- Accredited by the National Committee for Quality Assurance (NCQA)
- Members get started by going to www.amwell.com/cm or by calling #844-733-3627



Talkspace

Virtual outpatient Behavioral Health Care that includes asynchronous communication

- Helps members work with a licensed therapist anywhere, anytime.
- Send private messages (text, voice) or schedule live video sessions.
- Therapists are part of the Medica Behavioral Health Network.
- For employers that Medica® Optum® Emotion Wellbeing Solutions, our employee assistance program (EAP), members can access Talkspace at no additional cost using the five covered sessions per issue per year.
- Members get started by going to **Talkspace.com/Connect***



*Members who want to use their EAP benefit, must first call the EAP line to get an authorization code for their five free visits.

Virtual Outpatient Care tips

Filter for virtual on Liveandworkwell

Filter for whatever provider type is your priority, look for the phrase “Virtual Visits”

Included on liveandworkwell are all virtual providers, hybrid providers, and providers that work within a larger practice group or health system

There are many specialty virtual care providers available for concerns like eating disorder treatment, autism care, substance use concerns. Search by provider type (therapist/psychiatrist etc...) then filter for virtual and specialty (child/adolescent, autism, eating disorder, substance use, etc...)

If you are struggling to find a provider via the search tool, please don't hesitate to call MBH for some direct support to find a provider

Consider Outpatient Therapy if:

You are noticing that things aren't optimal in terms of stress management

You have a recent change that requires a lot of adjustment – even good things can have hard edges

You have had a recent loss

You have noticed that you are more negative, feeling down, more tearful, more agitated. You don't have to know why it's happening to go to therapy.

You are overwhelmed with something or many things or generally with life.

You are responsible for someone who has complicated health, like a child with autism or an aging parent with cognitive changes like memory impairment or dementia

You feel stuck, unfocused or unproductive in a way that you worry about it.

Call MBH for guidance and resources if:

You don't feel safe and may be coping with thoughts of hurting yourself or fantasies of hurting others

You try to control substance use like drinking for example, and it's hard to make different choices or you have experienced a consequence due to substance use

You have providers but feel the help isn't enough and want to understand what other resources and options are available to you

You have been on liveandworkwell but haven't found what you need. Don't stop there! Call MBH, describe what you are looking for and what you have tried, and ask them for help getting what you need

You, your spouse or dependent are having an urgent need for mental health care and can't find a timely appointment. MBH can help find a provider taking new patients in a reasonable amount of time.

Medica Behavioral Health case management

Overall goal

When a member needs support with mental health or substance use to:

- Stop things from getting worse
- Find more intensive levels of care
- Get help stepping down to services that aren't as robust after having intensive levels of care
- Identify a **Care Advocate** that can help find resources and answer coverage questions

Eligibility

All Medica members who meet designated criteria for the case management intervention

Program features

If a member calls for clinical reasons, from crisis response to generally needing more help, they will be asked to answer questions about their history, current needs and preferences.

Based on their situation, the member advocate will determine what services are right for the member. Case management might be offered, but if available, there may be other options a care advocate can recommend, such as therapy, intensive outpatient, or specialized group supports.

Care management interventions

Transition of care

- Post hospitalization

Medical Behavioral Integration

- Assistance for those who also have a chronic health condition

Family Support Program

- Assistance for a child with complex mental health or substance use
- Pediatric mental health professional support you in finding resources, community supports, problem solving and care planning

Integrated Solutions (Intensive telephonic case management services)

- Assist with complicated mental health condition and/or a substance use condition
- A Care Advocate provides support at the level needed based on the member's situation, and can help with resources

Employee Assistance Program

Employee Assistance Program

Medica® Optum® Emotional Wellbeing Solutions, our employee assistance program (EAP)* is here for your employees through life's challenges. They can get answers and resources to tackle the tough issues.

Program Features:

- 24/7 support from trained professionals
- Free counseling sessions (five sessions per issue, per year)
- Free 30-minute legal consultation and 25% off if they decide to work with a lawyer. Get help with child support, divorce, adoption, wills and trusts, and more.
- Access to financial advisors who can help with issues like debt, saving money, foreclosure, and more.
- 150 hours of Management Services/Trainings/Critical Incident Response (CIR)
- Link to training content on Medica.com:
<https://www.medica.com/employers/worksite-wellness/employee-assistance-program-training>

**Program is available as a buy-up for large fully insured and self-insured groups*



**FOR 24/7 ASSISTANCE:
1-800-626-7944**

Employee Assistance Program (EAP)

Connect employees to the care they need

Employee assistance program/worklife

Behavioral health



81%

of issues are resolved within EAP without use of behavioral benefits¹

94%

Satisfaction with critical incident response¹

29%

Reduction in days absent from work¹

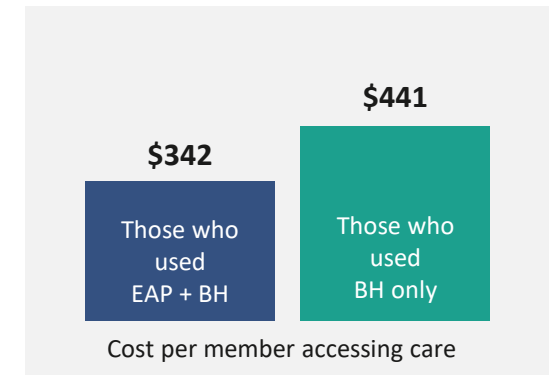
For employees who used the Employee Assistance Program before behavioral health care²

22% ↓

outpatient cost

18% ↓

outpatient visits



1. Based on 2022 national Optum data.

2. 2018 Optum analysis of behavioral health claims of large national employers, Smith, May 2019.

Examples of Work Life Services & Support

LEGAL & MEDIATION SERVICES	FINANCIAL SERVICES	CHILD/PARENTING
<ul style="list-style-type: none"> ▪ ½ hour consultation free ▪ 25% discount for services 	Telephone sessions with Financial Professional	Assistance locating child care options
<p style="text-align: center;">Topic Examples</p> <ul style="list-style-type: none"> • Divorce • Child custody • Child support • Adoption • Immigration • Wills and trusts • Guardianship • Property division • Tenant’s rights • Civil disputes • Criminal issues • Power of attorney • Debt division • Consumer rights • Order for protection 	<p style="text-align: center;">Free Session Examples</p> <ul style="list-style-type: none"> • Budgeting • Reducing debt • Controlling spending habits • Bankruptcy • Restoring your credit rating • Saving for college • Retirement planning • Hiring a financial planner • Learning about investing • Making the most of a 401(k), IRA or pension plan • Mortgages • Car loans • Taxes 	<p style="text-align: center;">Examples</p> <ul style="list-style-type: none"> • Child care centers • Nanny or au pair services • Family day care • Teen programs • Preschools • Children with special needs • Day and residential camps • Emergency or sick child care <p style="text-align: center;">Parenting Resources</p> <p style="text-align: center;">Examples</p> <ul style="list-style-type: none"> • Prenatal & childbirth classes • Postpartum groups • Newborn issues • Fathers’ programs • Resources for single parents • Parent support groups • “Mom’s Day Out” programs • Relocation assistance

Examples of Management Services & Support

MANAGEMENT CONSULTATIONS	CRITICAL INCIDENT RESPONSE (CIR)	TRAININGS
<p data-bbox="343 558 550 596">Workplace</p> <ul data-bbox="96 644 751 1090" style="list-style-type: none">• Employee Performance Issues• Formal or Mandatory Referral• Sensitive Employee Issue• Traumatic Event• Issues with group of employees• Reorganization or layoffs• Policy and Procedure Consultation	<p data-bbox="1141 558 1322 596">Examples</p> <ul data-bbox="843 644 1544 805" style="list-style-type: none">• Layoffs• Reorganization• Workplace or Community Tragedy	<p data-bbox="1956 558 2137 596">Examples</p> <ul data-bbox="1658 644 2221 925" style="list-style-type: none">• Building successful teams• Anger Management• Communication Skills• Balancing Work and Home• Stress Management
<p data-bbox="96 1196 1373 1248">150 onsite hours available (CIR & Trainings combined)</p>		

Questions

Quick Reference Behavioral Health Contacts

Area	Phone Number/Online
Medica Behavioral Health	Phone: 800-848-8327 Online: LiveAndWorkWell.com (PW: Medica or Full Log-in using your Medica.com ID and PW)
Optum Behavioral Health Crisis Line	800-848-8327 and follow prompts
Optum Substance Use Disorder Helpline	855-780-5955
Medica Employee Assistance Program	800-626-7944
National Suicide Prevention Lifeline or National Crisis Text Line	1-800-273-TALK (8255) text HELLO to 741741 Both services are free and available 24 hours a day, seven days a week. All calls are confidential.

988 Suicide & Crisis Lifeline



[GET HELP](#)

[LEARN](#)

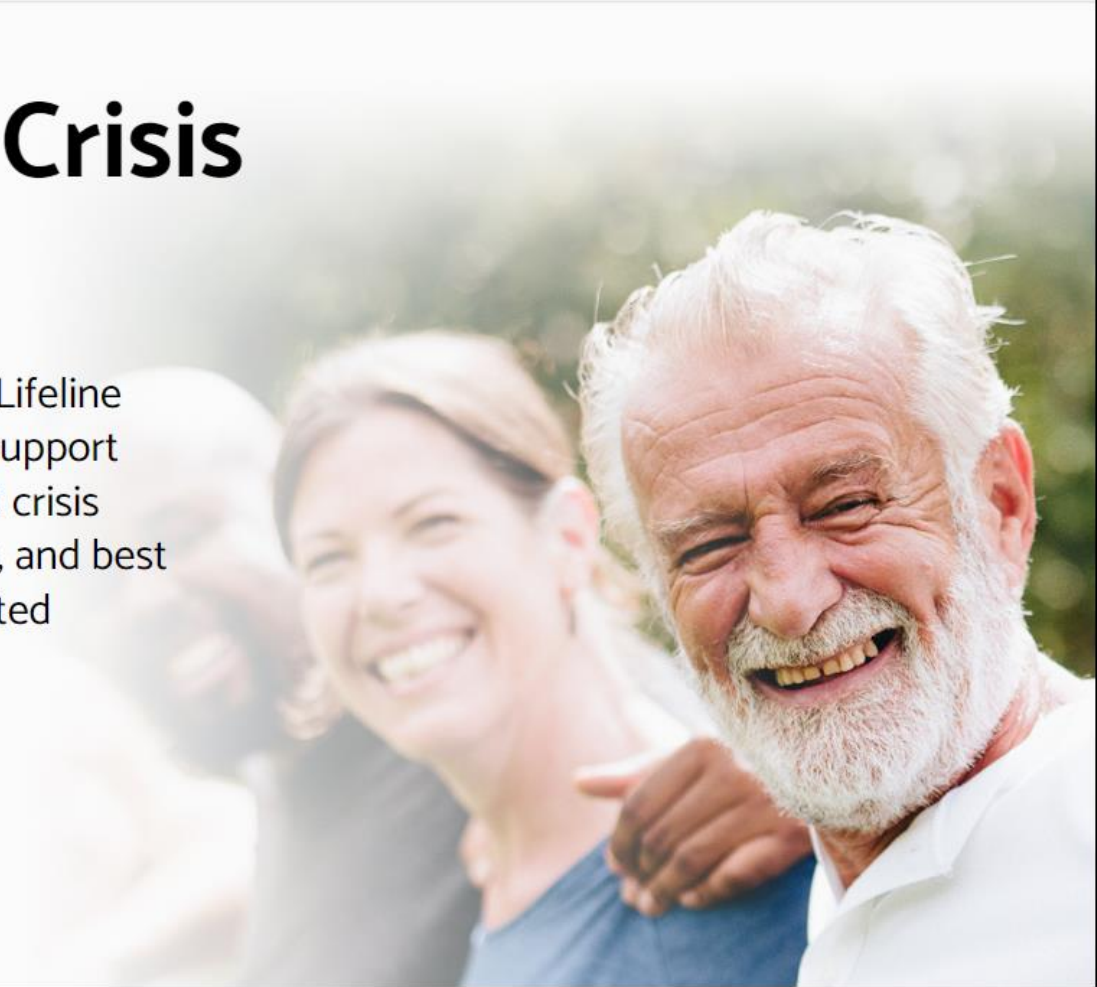
[GET INVOLVED](#)

[PROVIDERS & PROFESSIONALS](#)

[En Español](#)

988 Suicide & Crisis Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



EAP Results

80.7%

of people who used EAP services reported seeing improvement in themselves (and/or their family)*

~81%

of issues are resolved within EAP, without referral to additional behavioral health services

96%

manager satisfaction with management consultation for workplace issues

*Based on Optum book of business member satisfaction survey 2023

*Based on 2023 national Optum data.

MISSION

To be the trusted health plan of choice for customers, members, partners and our employees.

VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.

VALUES

Customer-Focused • Excellence • Stewardship • Diversity • Integrity