



# Behavioral health resources

---

# Navigating mental health support and substance use disorder with Medica

Facing challenges like anxiety, stress, isolation, or substance use can feel overwhelming. You're not alone. One in five people will experience mental illness, and everyone encounters stress. Reaching out for support is a sign of strength. We are here to help you or your loved ones feel better.

## Getting the right help

If you're having behavioral health concerns, we've got resources to support you. Read on to learn more about our programs and go to **Medica.com/SignIn** to review your plan's mental health and substance use coverage.

If you have an emergency or life-threatening situation, go to an emergency department or call 911. If you have a crisis or need help right away, call our Behavioral Health crisis line 24/7 at **1 (800) 848-8327** (TTY: **711**) or reach the national mental health crisis hotline by dialing **988**.

RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
<p><b>Medica® Optum® Emotional Wellbeing Solutions, an employee assistance program (EAP)<sup>5</sup></b></p> <p><i>24/7 support from trained professionals who can help you get answers and resources to tackle the tough issues you and your family face</i></p>	<ul style="list-style-type: none"> <li>• Get help with life's challenges, from personal to financial and legal concerns</li> <li>• Meet with a counselor or therapist. You get five counseling sessions at no extra cost (per issue, per year)</li> <li>• Have a free 30-minute legal consultation and 25% off when working with a lawyer to help with child support, divorce, adoption, wills and trusts, and more</li> <li>• Talk with a financial advisor about debt, saving money, foreclosure, and more</li> </ul>	<ul style="list-style-type: none"> <li>• Call an EAP specialist, 24/7, to help you find the resources you need to get back on track at <b>1 (800) 626-7944</b> (TTY: <b>711</b>)</li> <li>• By law, your call and conversations with EAP specialists are kept private from your employer, and no information will be shared</li> </ul>
<p><b>Medica Behavioral Health<sup>SM 3</sup></b></p> <p><i>Behavioral health services that include mental health and substance use support</i></p>	<ul style="list-style-type: none"> <li>• Find a provider that works for you from our behavioral health network which includes more than 300,000 providers nationwide</li> <li>• Connect with a counselor (in-person or virtually) in times of stress, anxiety, or crisis</li> <li>• Ask a billing or claim question</li> <li>• Learn more about your behavioral health benefits</li> <li>• Receive support from experts to better understand substance abuse disorder (SUD) treatment options</li> </ul>	<ul style="list-style-type: none"> <li>• Call <b>1 (800) 848-8327</b> any time to talk with a care advocate about any behavioral health questions, or if you need help finding a provider who may be available right away</li> <li>• Visit <b>Medica.com/FindCare</b>. Select your plan and click on "Start here" within the "Behavioral health" tile</li> <li>• Search by provider name, location, specialty, treatment option, ethnicity, gender, and more</li> <li>• If you are looking for a provider who offers evening or weekend appointments, select from the filter options under "Availability"</li> <li>• Choose a virtual visit if an in-person visit is not accessible or convenient</li> <li>• Click to call, email, or visit a provider's website</li> <li>• See patient reviews or submit a review of your provider</li> </ul>
<p><b>Live and Work Well website<sup>5</sup></b></p> <p><i>24/7 online access to support, self-help resources, information, and behavioral health care</i></p>	<ul style="list-style-type: none"> <li>• Answer a few questions online and get behavioral health care suggestions instead of talking to someone on the phone</li> <li>• Explore care options to find the right support and benefits for you</li> <li>• Get resources to help with behavioral health, stress, depression, family issues, money, parenting, and much more</li> <li>• Use the confidential SUD helpline at no extra cost</li> </ul>	<ul style="list-style-type: none"> <li>• Get direct access to a substance use recovery advocate 24/7 at <b>1 (855) 780-5955</b> (TTY: <b>711</b>) or live chat</li> <li>• Go to <b>LiveAndWorkWell.com</b></li> <li>• Enter access code MEDICA to explore your benefits</li> <li>• Create an account to access self-help resources and the claims center</li> <li>• Enter your Medica member ID number found on your Medica ID card</li> </ul>



RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
<p><b>Self Care by AbleTo<sup>6</sup></b></p> <p><i>On-demand support app to help with stress and emotional well-being</i></p>	<ul style="list-style-type: none"> <li>• Get help managing your moods and thoughts, so you can learn ways to feel better</li> <li>• Try self-care techniques to help build long-term skills and cope with stressful situations: self-assessments, journaling, guided meditation, deep breathing, mood and habit tracking</li> <li>• Schedule an online therapy visit</li> </ul>	<ul style="list-style-type: none"> <li>• Visit <b>AbleTo.com/Begin</b> and tap “Get started”</li> <li>• Enter “Medica” when asked for your access code</li> <li>• Answer a few questions about your goals, set up your account, and receive a notification to download the AbleTo app</li> <li>• Download the AbleTo app on your device and select “Log In” to begin your journey</li> </ul>
<p><b>Family Support Program + Navigator</b></p> <p><i>Resources and support for caregivers of children (ages 0 – 18) with complex behavioral health needs</i></p>	<ul style="list-style-type: none"> <li>• Get help finding the right care or coordinating care with community agencies</li> <li>• Learn more about a condition, treatment options, or community resources</li> <li>• Get a step-by-step action plan if you’re caring for a child who may autism or depression</li> </ul>	<p>Connect with a Family Support Program Advocate:</p> <ul style="list-style-type: none"> <li>• Call Medica Behavioral Health at <b>1 (800) 848-8327</b> to learn more about the program or ask to be connected to a Family Support Program Advocate</li> <li>• Call directly at <b>1 (877) 495-9422</b> (Note: you may be asked to leave a message and a Family Support Program advocate will follow up with you)</li> </ul> <p>Use the Family Support Navigator interactive online tool:</p> <ul style="list-style-type: none"> <li>• Visit <b>LiveAndWorkWell.com</b>, register with the number found on your Medica ID card or use the guest code “Medica,” and search for “Family Support Navigator”</li> </ul>
<p><b>My Health Rewards by Medica<sup>®</sup></b></p> <p><i>An online tool and mobile app that gives you well-being resources and support on your mental health journey</i></p>	<ul style="list-style-type: none"> <li>• Access tools and resources that are right for your health journey</li> <li>• Take a self-guided Journey<sup>®</sup> course or get one-on-one coaching<sup>7</sup> on topics like: stress, anxiety, depression, grief and loss, substance support, domestic violence, and overall well-being</li> </ul>	<ul style="list-style-type: none"> <li>• Download the Virgin Pulse app from the App Store or Google Play</li> <li>• Sign in or create your My Health Rewards account</li> </ul>



## Medica behavioral telehealth visits

Experience the convenience of telehealth visits for behavioral health. Connect with providers online, treating conditions like depression and anxiety.<sup>1</sup> Through your computer, tablet, or smartphone, telehealth allows virtual appointments for therapy and prescription services<sup>2</sup> when needed. Access thousands of providers for quick and convenient behavioral health support from psychiatrists, therapists, and other prescribers in our network.

TELEHEALTH RESOURCE	HOW TO USE IT
<p><b>Medica Behavioral Health Network<sup>3</sup></b></p> <p><i>Many of the behavioral health providers in our large network offer virtual care</i></p>	<ul style="list-style-type: none"><li>• Visit <b>Medica.com/FindCare</b></li><li>• Select your health plan</li><li>• Click on “Start here” within the “Behavioral health” tile</li><li>• Search by provider name, condition, expertise, program, specialty, gender, or ethnicity. Check the “Virtual Visits” filter to review options</li><li>• To schedule a visit online, click on “Log In”</li><li>• Go to the provider directory, select and apply the “Online Scheduling” filter</li><li>• Choose a provider and click on the “Schedule Now” button</li></ul>
<p><b>Amwell, 24/7 Online Clinic<sup>4</sup></b></p> <p><i>Experienced therapists and prescribers provide care and counseling for a variety of conditions</i></p>	<ul style="list-style-type: none"><li>• To get started, create an account with Amwell at <b>Amwell.com/cm</b> or download the free app from the App Store or Google Play or...</li><li>• Call <b>1 (844) 733-3627</b> (TTY: <b>711</b>)</li><li>• Select a provider and follow the prompts to start or schedule your visit<sup>4</sup></li></ul>
<p><b>Talkspace<sup>4</sup></b></p> <p><i>Helps you work with a licensed therapist anywhere, anytime. Send private messages (text, voice) or schedule live video sessions</i></p>	<ul style="list-style-type: none"><li>• Go to <b>Talkspace.com/Connect</b></li><li>• Select “Get started” under “Use my Employer’s EAP Benefit Sessions.” Call EAP at <b>1 (800) 626-7944</b> to get your authorization code</li><li>• Answer a few simple questions to get started</li><li>• Get matched with a provider, typically within 48 hours</li></ul> <p><i>If your employer offers the EAP, Medica® Optum® Emotional Wellbeing Solutions, you may be able to access Talkspace at no additional cost using your five covered sessions per issue per year. Call the EAP to get your authorization code and organization name to access Talkspace.</i></p>

<sup>1</sup>Virtual behavioral health visits are covered as a behavioral health office visit under your plan.

<sup>2</sup>As per state telehealth rules and regulations.

<sup>3</sup>Optum Behavioral Health manages the Medica Behavioral Health program.

<sup>4</sup>Cost per visit varies by type of service. Eligible services are covered under your plan as a behavioral health office visit.

<sup>5</sup>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. Coverage exclusions and limitations may apply.

<sup>6</sup>The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Online therapy sessions are available to members ages 18+.

<sup>7</sup>My Health Rewards is not available with all Medica plans. Coaching services are available to My Health Rewards Standard and Results members only. Coaching is not currently available to My Health Rewards Invest members.



### Have questions? We’re here to help.

Want to know more about your benefits? Have another question? **Call 1 (800) 952-3455** (TTY: **711**). You can reach us Monday-Friday, 7 a.m. - 8 p.m. CT (closed 8 a.m. - 9 a.m. Thursdays), and Saturday 9 a.m. - 3 p.m. CT.