

SAN FRANCISCO
HEALTH SERVICE SYSTEM

Better Every Day.



Navigating Your Mental Health & Emotional Well-Being Benefits

May 31, 2023

Programs & Offerings



- ✓ Employee Assistance Program (EAP)
- ✓ Diabetes Prevention Program
- ✓ Healthy Habits Program
- ✓ Flu Shot Clinics
- ✓ Health Screenings
- ✓ Lifestyle Coaching
- ✓ Stretch Breaks
- ✓ Team building activities

- ✓ Group Exercise Classes
- ✓ Health Education Webinars
- ✓ Trainings & Workshops
- ✓ Health and Well-Being Fairs
- ✓ Discounts
- ✓ Challenges
- ✓ Campaigns
- ✓ Online Resources

Visit sfhss.org/events to checkout our monthly offerings

Campaigns, Challenges & Resources



RECHARGE - Stress Management

sfhss.org/well-being/stress-management



Play Your Way - Physical Activity

sfhss.org/well-being/physical-activity



Eat Better, Feel Better -
Healthy Eating

sfhss.org/well-being/healthy-eating



Flu Prevention

sfhss.org/well-being/flu-prevention



Live Feel Be Better -
Know Your Numbers

sfhss.org/lfbb2023



Mental Health Awareness

sfhss.org/were-here-for-you



Setup & Go – Office Ergonomics

sfhss.org/setupandgo



Healthy Holidays

Seasonal Citywide Email Campaign

CredibleMind

Resources for your Mental Well-Being

- Over 200 resources for topics such as: anxiety, depression, stress, sleep and meditation.
- Apps, podcasts, videos, articles and books.
- Evidence-based approaches vetted by experts.
- Mental and emotional health assessment.

Start Today! Find the right resources for you.

1. Register at: sfhss.org/crediblemind
2. Take the What is your Mental Health Profile [Assessment](#).





SFHSS Employee Assistance Program

An Orientation To EAP Services

Presented by Jeannette Longtin, Senior EAP Counselor

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Better Every Day.



Jeannette Longtin, MS, MBA
CEAP,
LMFT License# 20579
Certified Workplace Mediator



Jeff Lintner, MA, CEAP,
LMFT License# 27326
Certified Workplace Mediator

The SFHSS EAP TEAM

Diverse and extensive experience in counseling, psychotherapy, consulting, coaching and business. Extensive experience with The City.



The EAP Landscape

- ✓ SFHSS EAP – About 40 Years With S.F.
- ✓ March 2020 – Covid-19 required EAP to go remote
- ✓ April 2020 Became a Hybrid EAP
 - SFHSS entered an emergency contract with external EAP vendor, ComPsych, which was renewed.
 - To support the small SFHSS EAP team of counselors.
 - To continue providing a full suite of EAP services.
 - Most recently, to offer specialty services to three first responder departments (FIR, POL, SHF.)
- ✓ SFHSS EAP continues to be remote for most services / in person for some.

Call Or Email SFHSS EAP

(628) 652-4600

Monday Through Friday 8:00 to 5:00

- Who do you get on the phone when you call?
 - ✓ When an SFHSS EAP counselor answers, you will get a licensed therapist.
 - ✓ If it rolls over to ComPsych, a Guidance Consultant.
 - ✓ You then get referred to a licensed therapist in the community.
- You may also email the SFHSS EAP with questions or a request for services: eap@sfgov.org





ComPsych External EAP

24/7-365

Main EAP # (628) 652-4600

Who do you get on the phone when you call?

- ✓ The phone is answered by a Guidance Consultant.
- ✓ You then get referred to a licensed therapist in the community.
- ✓ You may ask for a list of 6 therapists or ask for one therapist who has a currently confirmed opening.
- ✓ You may ask for an SFHSS EAP Counselor.

Some Facts About EAP Services

Six sessions of short-term solution-focused counseling in a twelve-month period, per problem.



Counseling services are:

Confidential with
legally mandated
exceptions

Free

Voluntary



Services are currently primarily
available via telehealth (phone &
video.)

SFHSS uses TEAMS for
video & phones for calls.

ComPsych referrals utilize
a platform of their
choosing.

SFHSS EAP Primarily Work

- Individual Consultation
- Individual Coaching
- Leadership Consultation
- Leadership Coaching
- Work-related Counseling
- Anger Management
- Mediation
- Organizational Consultation
- Worker's Comp
- Difficulty accessing care through ComPsych or Benefits
- Advocacy
- Workshops / Trainings
- Critical Incident Response

ComPsych Primarily Personal

- Relationship Problems
- Anxiety
- Depression
- Grief & Loss
- Worry & Stress
- Couple Counseling
- Parent Problems
- Work / Life Balance
- Specific Ethnicity, Race, Language, LGBTQ Therapist Desired

Health Insurance

- Medication Management
- Longer-Term Therapy
- Major Depression
- Other Mental Illness
- Substance Abuse Treatment
- Severe Sleep Disorder
- Psychiatric Crisis
- Physical Health Problems Involved or Suspected
- PTSD



Time Use Policy For EAP Counseling

DHR Policy:

- ✓ Sick leave
- ✓ Floating holiday
- ✓ Regular days off
- ✓ Vacation
- ✓ Lunch

How To Make A Referral To EAP

Contact SFHSS EAP for a consultation *and ask for an HSS EAP Counselor.*

The HSS EAP Counselor will help you determine:

- ✓ How to best approach an individual about an issue.
- ✓ How to handle a warm hand-off by calling a specific counselor.
- ✓ What resources might be helpful.
- ✓ Level of care in the immediate situation that is most appropriate.



Stay Connected:

- ✓ Get up-to-date information on your health benefits
- ✓ Learn what's happening around the City for well-being

SIGN UP TODAY!

sfhss.org/sign-eneews

Contact Us

SFHSS Well-Being

1145 Market Street, Suite 100

San Francisco, CA 94103



Phone: (628) 652-4650
Email: well-being@sfgov.org
Website: sfhss.org/well-being



Phone: (628) 652-4600
Email: eap@sfgov.org
Website: sfhss.org/eap



Mental Health Resources SFHSS

Blue Shield presenters: Adam Guenther and Ann DeRose



Mental Health Resources www.blueshieldca.com/mentalhealth

We've got you covered

- Your Blue Shield plan may include coverage for behavioral health services such as counseling, treatment, or medication for:
- Depression, anxiety, or feeling “stressed out”
- Personal problems (when a loved one dies, problems at work)
- Family problems (marriage or parenting issues)
- Emotional or behavioral health conditions (bipolar disorders, schizophrenia)
- Use of substances (alcohol, marijuana, prescription medications)
- Neurodevelopmental disorders (ADHD, autism)



Therapy and substance use programs

For support with mental health conditions or addiction. Find psychologists, therapists, and psychiatrists.

[Find a doctor >](#)

Mental health resource library

You can find digital self-service tools, assessments, resources, and more powered by CredibleMind.

[Get started with CredibleMind >](#)

Meditation and sleep made easy

Find meditations on topics like stress, self-esteem, and resilience with Headspace through Wellvolution

[Explore Headspace >](#)

On-demand mental health support

Ginger through Wellvolution® offers on-demand mental health care through coaching and self-guided activities.

[Chat with a Ginger coach >](#)

Key Wellvolution Programs/Providers

Mental Health Digital Apps available via [blueshieldca.com/mental health](https://blueshieldca.com/mental-health) and via www.Wellvolution.com

- **Headspace:** Meditation made simple plus exercise videos, sleep-casts, and music playlists
 - Unlimited access to the Headspace App for free, annual renewal available
- **Ginger:** For members who need more support for depression, anxiety, and other mental health conditions
 - Unlimited access to text-based behavioral health coaching with Ginger; virtual clinician office visits available for member office visit copay as established in the medical plan benefit.



Quick Reminder: Wellvolution digital resources available

- Member creates an account on www.Wellvolution.com
 - Picks a health goal
 - Answers a short questionnaire that is designed to identify health risks and based on the answers, recommend up to 3 digital providers. Member receives an e-mail with instructions and a link to download the app. All apps are free.
 - Customer service built into the platform via telephone, instant chat, and e-mail. Platform has a FAQ section as well as details about the digital solutions, member testimonies, and how to register.

OUR PROGRAMS

Wellvolution offers the best health programs, chosen by our experts for their effectiveness in helping you:

Lose weight | Treat diabetes | Prevent diabetes | Quit smoking | Lower stress | Manage anxiety or depression



Lose Weight

Get personalized plans, clinically proven to help you create better eating and fitness habits.



Treat Diabetes

Use vetted methods to help control Type 2 diabetes and limit your risk of chronic disease.



Prevent Diabetes

Lose weight and lower your risk of Type 2 diabetes with customized tools and health coaching.



Quit Smoking

Break the habit with tested strategies that help you beat nicotine cravings and addiction.



Lower Stress

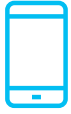
Learn meditation and other techniques to lower stress, improve sleep, and boost resilience.



Manage Anxiety

Get expert online mental health care the way you need it, when you need it, where you need it.

Mental health benefits – support when you need it the most



Access+ or Trio Member contacts Magellan

Member contacts MHSA Customer Service at 877-263-9952 to access care and navigate their behavioral health benefits.

Customer Service will work with member to identify needs and if needed, transfer the member to a clinician to assess the member's needs.

In-network provider list is generated with 10+ providers and sent to the member by secure email, fax, or US mail.

As needed, dedicated appointment availability team helps member locate providers with available appointment.

Appointment availability team provides member with contact information for provider with confirmed availability.

Member would then contact selected in-network provider to schedule appointment.



Virtual care

- Teladoc – Virtual appointments with behavioral health providers. Available 7 a.m. – 9 p.m. blueshieldca.com/teladoc
- NurseHelp 24/7 – Referrals to providers or county mental health resources blueshieldca.com/nursehelp
- LifeReferrals 24/7 – Connects members to licensed therapists (three sessions in any six-month period). Log in to blueshieldca.com to learn more.



In-person care

Network providers include therapists, psychologists, psychiatrists, substance abuse professionals, and more. Some providers offer virtual care.

Find network providers at:

magellanassist.com/mem

Mental health benefits – support when you need it the most



Accolade PPO Member contacts Accolade

Member contacts Accolade Customer Service at 866-336-0711 to access a Health Assistant for assistance.

Health Assistant will assess member needs and review treatment options.

Health Assistant will assist member in locating in-network providers and deliver via members preferred method (digital or phone).

Health Assistant will assist member with calling the provider to confirm availability, network status, and necessary expertise to meet the members needs.

Health Assistant will follow-up within two business days with the member to confirm appointment has been scheduled and assess if further assistance is needed.



Virtual care

- LifeReferrals 24/7 – Connects members to licensed therapists (three sessions in any six-month period). Log in to blueshieldca.com to learn more.
- Ginger – Connect with a trained behavioral health coach via text member.accolade.com



In-person care

Network providers include therapists, psychologists, psychiatrists, substance abuse professionals, and more. Some providers offer virtual care.

Find network providers at:

blueshieldca.com/networkppo



CanopyCare HMO

Behavioral Health Access to Care

CanopyCare, Health Net, & Managed Health Network (MHN)

- MHN provides behavioral health benefits to Health Net members
- These benefits are included as part of your health benefit package
- For outpatient office visits (i.e. therapy or medication management) **no referral or authorization is needed**
- For certain other services, prior authorization is required

SFHSS Behavioral Health Benefits At-a-Glance

Service	Referral/Authorization Needed?	Co-Pay
Outpatient - Therapy (in person or via telehealth) - Individual, couples, family, medication management...	NO	\$25 (\$12.50 Group Therapy)
Higher Levels of Care - Inpatient care in a hospital, residential treatment center, detoxification...	YES	\$200 per admit
Outpatient - Other Services - Psychological or neuropsychological evaluation/testing, partial hospitalization, day treatment, intensive outpatient program	YES	100% covered

*****Please see Evidence of Coverage for full benefit information*****

Access to Care – Call Customer Service!

- Call 833-996-2567 - # on back of card (see *following slide*)
- If having difficulty finding a provider, ***ask for help finding a provider with an available appointment*** (vs. being sent a list of providers to call)
 - A coordinator will outreach to providers on your behalf and will contact you once an available provider is found
 - Upon receipt of provider information, you must outreach to the provider ASAP as appointments often get taken quickly

Please note: per regulatory requirement, access to care timeframe is:

- MD (i.e. psychiatry/medication management) = 15 business days
- Non-MD (e.g. individual, family therapy) = 10 business days



CanopyCare HMO

Member ID # [XXXXXXXXXX]-[XXX]

Member FIRST MI LASTNAME
Subscriber FIRST M LASTNAME
Effective Date 01/01/2023
Group Name SFHSS
Group # G0727A
Plan JZ0

Medical Group and PCP
Canopy Health/Hill Physicians
800-445-5747
Effective date with PPG: MM/DD/YYYY
DR. SAYANTA AKKAD
3885 24TH St.
San Francisco, CA 94114-3840
415-529-4522

Copays			
PCP visit	\$25	Urgent Care	\$25
Specialist	\$25	ER	\$100

Health Net of California, Inc. provides the health benefits under this plan
In case of emergency call 911

Deductibles	In-Network	Out-of-Network
One Member	N/A	N/A
Family	N/A	N/A
Out of Pocket Max	In-Network	Out-of-Network
One Member	\$2,000	N/A
Family	\$4,000	N/A

mycanopyhealth.com

Find MyCanopyHealth in Your App Store



Provider Services 1-833-959-2907
Inpatient Admissions 1-800-995-7890
Facility Claims Provider Services 1-844-315-4645
Pharmacy Help Desk 1-800-600-0180
RxBIN 004336 RxPCN HNET RXGROUP: RX6238

Medical Claims Facility Claims Administrator
PO Box 260890, Encino, CA 91426

Mental Health Claims MHN
Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621



Member Services	1-833-448-2042 (TTY: 711)
Mental Health Benefits and Appointments	1-833-996-2567 (TTY: 711)
24/7 Nurse Advice Line	1-800-893-5597 (TTY: 711)
24/7 Virtual Visits with a Doctor	mycanopyhealth.com

MHN COMMERCIAL TELEHEALTH GROUPS 2023				
GROUP	PROVIDER TYPE	WEBSITE	CONTACT INFO	ADDITIONAL INFORMATION
AbleTo	Licensed Clinicians	https://ableto.com	866.287.1802 between 9am-8 pm EST	Therapy, coaching, and digital well-being program for adults and dependent children.
Array/Inpathy Behavioral Care	Psychiatrists, ARNPs, Licensed Clinicians	https://arraybc.com/	On-line booking 800.442.8938	Adults and children ages 6 up Able to serve members with Autism Spectrum Disorder
Babylon (California Telemedicine Associates)	Psychiatrists Licensed Clinicians	https://www.babylonhealth.com/us/download-app	On-line booking 800.475.6168 support@babylonhealth.com	Membership Code: HNCOM Adults only Appointments available from 7am-7pm
Bright Heart Health, Inc.	Psychiatrists Licensed Clinicians	https://www.brighthearthealth.com	24 hour virtual clinic 800.892.2695	Adults only Substance Use, Eating Disorders, Group Therapy
Daybreak Health	Psychiatrists Licensed Clinicians	https://www.daybreakhealth.com/	On-line booking 415-992-6155	Adolescents – 12-19 y.o. Mobile App for Adolescents to chat with clinician (https://apps.apple.com/us/app/daybreak-teen-counseling/id1523709183)
Esteem Health	Psychiatrists Licensed Clinicians	https://esteem.health	info@esteem.health (855) 378-3361	Serves children 3-18 y.o.
Grow Healthcare Group	Psychiatrists Licensed Clinicians	https://growtherapy.com/		Adults and children ages 6 up Book online - see a therapist within 2 days Virtual and in-person options
HealthLinkNow	Psychiatrists Licensed Clinicians	https://healthlinknow.com/	On-line booking 888-880-8443 info@healthlinknow.com	Adults and children ages 6 up Evening and weekend appointments available
LifeStance Health	Psychiatrists Licensed Clinicians	https://lifestance.com/	On-line booking	Telehealth or in person/in office sessions – available at multiple locations throughout California
Octave	Psychiatrists Licensed Clinicians	https://www.findoctave.com/	support@findoctave.com	Adults only LGBTQ+ specialization Telehealth or in person/in office sessions – available in San Francisco and Los Angeles
PATH	Psychiatrists Licensed Clinicians	https://www.pathmentalhealth.com/	Register online or via app then choose a provider support@pathccm.com 323-205-7088	Therapy - ages 5+ Psychiatry - adults only Individual, couples, family therapy SUD specialty
Telehealthdocs	Psychiatrists Psychologists (only)	http://telehealthdocs.com/	661-840-9270 info@telehealthdocs.com	Adults and children ages 10 up - if under 10 y.o. - will review on case-by-case basis. Call to schedule an appointment
Telemed2u	Psychiatrists Licensed Clinicians	https://www.telemed2u.com/	On-line booking 855-446-8628 info@telemed2u.com	Adults and children ages 6 up Evening appointments available



myStrength is an interactive wellness platform (web and app based) which provides self-management/self-care tools to improve health needs from a mind/body/spirit perspective. Modules include:



Mindfulness and Meditation

- Stress
- Depression
- Anxiety
- Substance Use Disorder
- Trauma & PTSD
- Opioid Recovery
- Chronic Pain
- Insomnia
- Mindfulness and Meditation
- Balancing Intense Emotions (DBT)



Controlling Anxiety

To sign up:

- <https://mystrength.com/>
- Access Code
 - For HN Members – “HNwell”
 - For community at large - “HNCommunity”

Set new calming habits with **UNWINDING**

Unwinding is an evidence-based mindfulness program that helps you reduce stress, build resilience, improve sleep and boost your quality of life. It offers a comprehensive approach to stress management when you need it.

Key features:



Mini-courses



Breathing
exercises



Mindfulness
tools



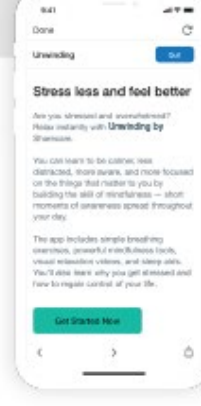
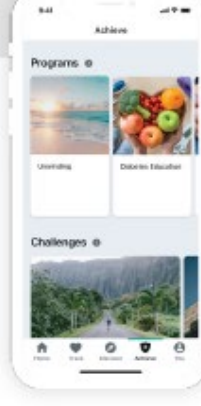
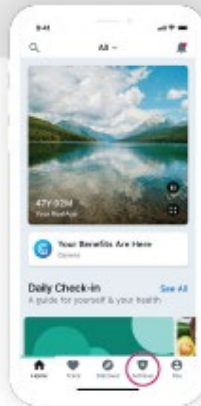
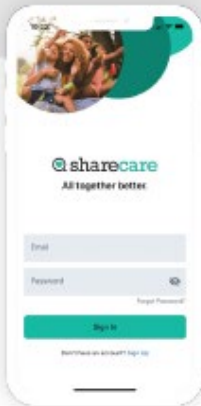
Sleep
support



Visual
relaxation

How to get started:

- 1 Sign in to your **sharecare** account
- 2 Select Achieve
- 3 Select Unwinding
- 4 Get started



Stress less

FEEL BETTER WITH
UNWINDING BY SHARECARE.

Unwinding is the app you've been looking for to help you reduce stress and feel less anxious throughout the day.

Key benefits:

- **Mini courses:** Short effective video and audio courses on how your mind works and how to use mindfulness to reduce stress and anxiety
- **Exercises:** Guided breathing exercises to help you destress quickly
- **Tools:** Evidence-based mindfulness tools, including guided meditations that build resilience and decrease chronic stress
- **Sleep support:** Including meditations and white noise tracks to help you get to sleep and stay asleep
- **Visual relaxation:** Award-winning videos to help you relax



Health Net Members: go to <https://healthnet.sharecare.com> to register and login

Help/Hotlines

Suicide & Crisis Lifeline – 988 – call/text - 24/7

CalHOPE – 833-317-HOPE or *Live Chat* via website

Substance Use - SAMHSA National Helpline - 1-800-662-HELP

Mental Health

- NAMI California: 1-800-950-NAMI or email info@namica.org
- California Youth Crisis Line – *Chat with a Counselor* via website or call 1-800-843-5200
- Crisis Text Line – *Chat with Us* via website or text HOME to 741741

LGBTQIA+

- Trevor Project - 1-866-488-7386 or *Chat with Us* via website or text START to 678678
- Lesbian, Gay, Bisexual and Transgender National Hotline: 1-888-843-4564

California - Essential/Basic Needs - 211 – 24/7

Domestic Violence - 1-800-799-7233 or text START to 88788 or *Chat Now* via website

Thank You!

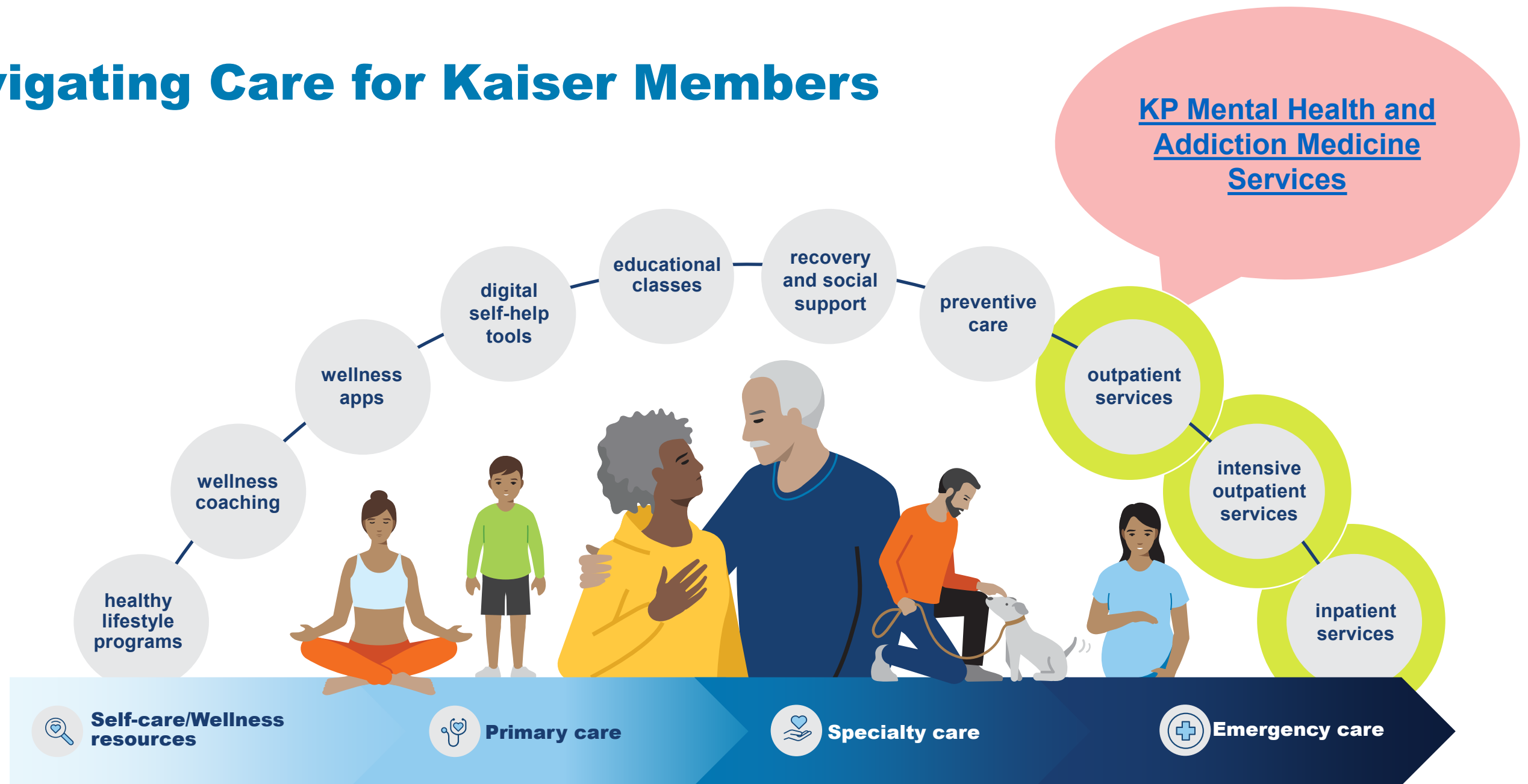
Navigating your mental health & emotional well-being benefits

Presented by: Jennica Murray-Elizondo

Kaiser Permanente

May 31, 2023

Navigating Care for Kaiser Members



Access care through primary care, specialty care, by phone, online or through [kp.org](https://www.kp.org)

How members access mental health care

At Kaiser Permanente, getting care starts with a conversation. Your employees can easily connect with us — online, over the phone, during a visit, or just by walking in. From there, a member of our mental health team will guide them toward the right care, at the right time.



Clinical Process:

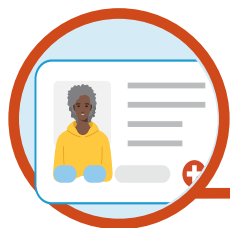
- When a member calls, a clinician will assess their needs and determine what level of clinical care is necessary based on the member's input of their functioning and symptoms.
- There are many portals of entry, it could be in person or over the phone
- Members do not need a referral to access mental health or addiction medicine services from a Kaiser Permanente provider.



- Proactive screenings in primary care enable early diagnosis and accelerate treatment

- Depression and alcohol screenings are embedded in primary care. This helps us identify issues early — and find members who need help but aren't actively seeking it. By building screenings into routine care, we're able to make mental health part of the conversation earlier and more often.

- Our primary care doctors are supported with:



- Screening tools and clinical practice guidelines in the electronic health record



Real-time consultations with mental health and addiction specialists



- The value of mental health embedded in primary care

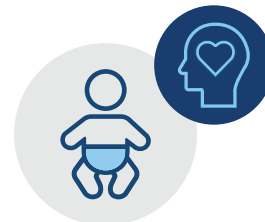
- **People seeking help for common conditions like depression and anxiety typically reach out to their primary care doctor first.** But outside Kaiser Permanente, 2 in 3 primary care physicians are unable to connect their patients to outpatient mental health services.*

- *American Academy of Family Physicians, aafp.org, accessed January 28, 2021.

- Specialty care screenings reach more members at risk for depression

- Kaiser Permanente specialists screen for depression early and often to help identify problems and connect members with support sooner. This helps take the burden off the member — instead of waiting for them to initiate mental health care, we coordinate it for them.

Proactive mental health support is also embedded in multiple specialties at Kaiser Permanente, including:



Pediatrics



Maternity care



Oncology



HIV/AIDS care

Mental health matters in specialty care because depression affects:

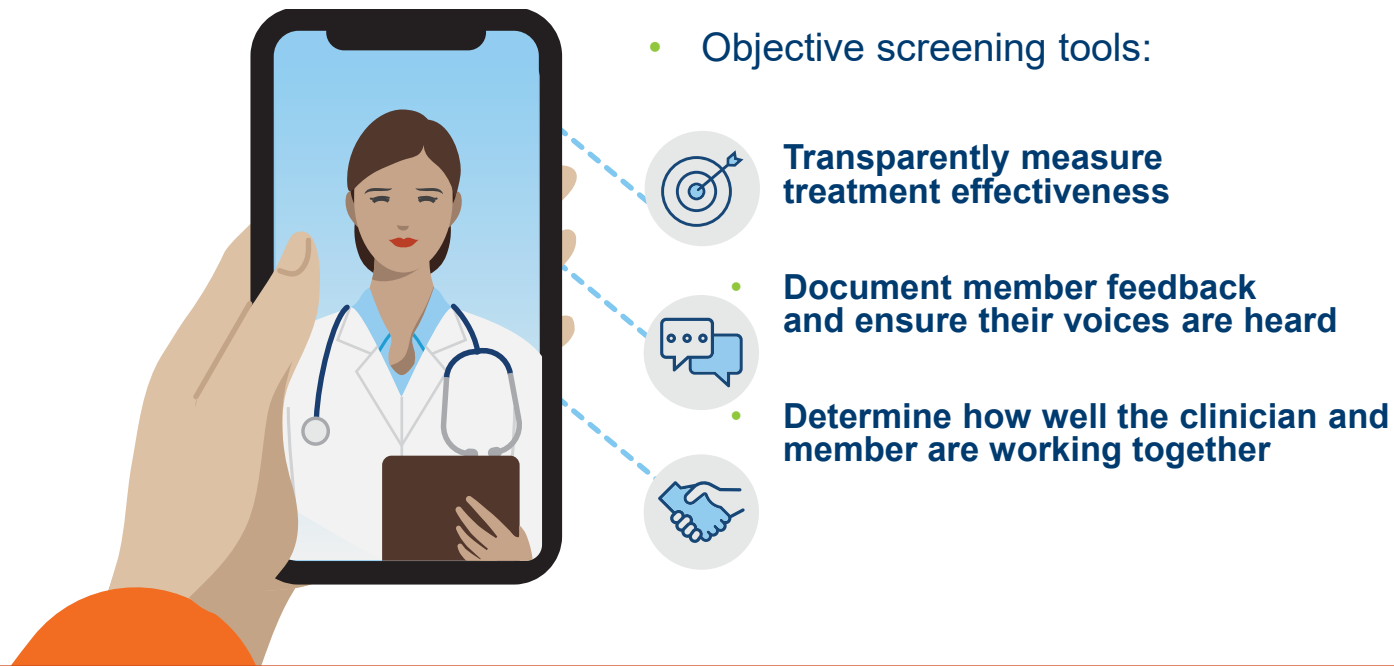
1 in 7 women during pregnancy or after childbirth¹

1 in 4 people who have cancer²

2 in 5 people living with HIV³

- 1. “Depression During Pregnancy,” March of Dimes, marchofdimes.org, accessed January 28, 2021. 2. “Depression,” American Cancer Society, cancer.org, accessed January 28, 2021. 3. Back Xuan Tran, et al., “Depression Among Patients with HIV/AIDS: Research Development and Effective Interventions,” *International Journal of Environmental Research and Public Health*, May 2019.

- Feedback-informed care eliminates guesswork



Ongoing feedback helps members and clinicians:



- Feedback-informed care empowers members to play an active role in their treatment and enables care teams to truly align treatment with individual needs — both of which can help lead to better outcomes.



99%
of treatment plans
include individual therapy

Outpatient services

Specialized, confidential care in a variety of settings to help treat depression, addiction and substance use, and more

Individual therapy

One-on-one sessions with a therapist

Group therapy

Sessions led by mental health professionals, where members with similar experiences or conditions support each other to reach common wellness goals

Psychiatry

One-on-one sessions with a psychiatrist who can diagnose and treat mental disorders and prescribe medication

Addiction medicine and substance use treatment

Therapy, community self-help, and recovery support for patients with alcohol or drug problems



cost depends on
plan coverage



in person and
via telehealth



specialty care



KAISER PERMANENTE®



Inpatient services

Care provided to your employees during a hospital stay

Crisis evaluation and management

Programs designed to assess mental health stability, de-escalate symptoms, and build resilience

Addiction medicine recovery services

A full range of evidence-based treatment options for substance use issues

Psychiatric hospitalization

Intensive stabilization and monitoring of patients with severe mental health conditions, including depression and bipolar disorder

Residential/hospital alternative treatment programs

Live-in treatment for mental health and addiction disorders that often connect patients to group therapy and individual counseling

Northern California Access to Care:

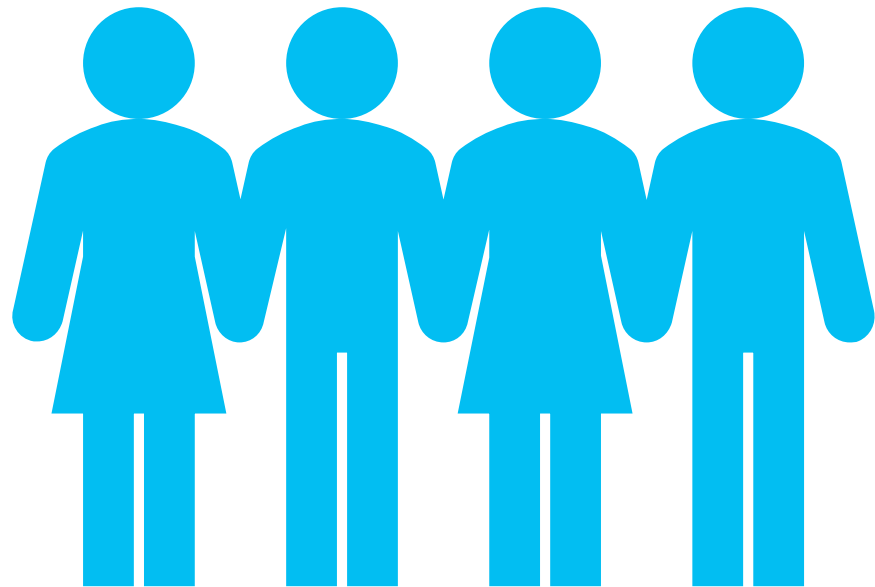
- **Locate the number for the area closest to the member.**
- **Advise the member to call the number listed. Others may join the call, but the member must be on the phone.**
- **Having access issues?**
- **Call California Mental Health Assistance line:**
- **1-800-390-3503**

If you need addiction or mental health-related crisis support, you can also call or text [988](#) (TTY [711](#)) or visit the [National Suicide and Crisis Lifeline's chat](#) for free, confidential support with a trained crisis counselor.

Call your nearest location:

- | | |
|---------------------------------------|--|
| • Antioch: 925-777-6300 | • San Jose: 408-972-3095 |
| • Campbell: 408-366-4400 | • Sacramento: 916-973-5300 |
| • Clovis: 559-324-5100 | • San Francisco: 415-833-2292 |
| • Elk Grove: 916-478-5850 | • San Mateo: 650-627-1700 |
| • Fairfield: 707-366-3600 | • San Rafael: 415-491-3000 |
| • Folsom: 916-973-5300 | • Santa Clara: 408-366-4400 |
| • Fremont: 510-248-3060 | • Santa Cruz: 831-768-6736 |
| • Fresno: 559-448-4620 | • Santa Rosa: 707-571-3778 |
| • Gilroy: 408-972-3095 | • Scotts Valley: 831-768-6736 |
| • Milpitas: 408-945-2915 | • South Sacramento: 916-525-6100 |
| • Modesto: 1-855-268-4096 | • South San Francisco: 650-991-6200 |
| • Mountain View: 650-903-2850 | • Stockton: 1-855-268-4096 |
| • Napa: 707-645-2700 | • Tracy: 1-855-268-4096 |
| • Oakland: 510-752-1075 | • Union City: 510-675-3080 |
| • Petaluma: 415-491-3000 | • Vacaville: 707-624-2830 |
| • Pleasanton: 925-847-5051 | • Vallejo: 707-645-2700 |
| • Rancho Cordova: 916-973-5300 | • Walnut Creek: 925-295-4145 |
| • Redwood City: 650-299-4777 | • Watsonville: 831-768-6736 |
| • Richmond: 510-307-1591 | |
| • Roseville: 916-973-5300 | |

**Click here
for the full
list KP.org
of locations**



Kaiser Permanente's Member Resources



Mental health and wellness resources for members

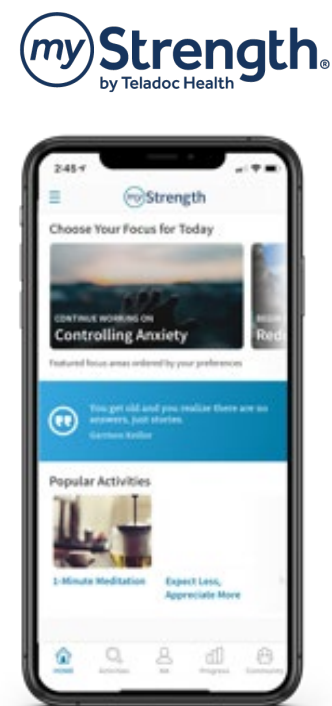
- Mental health content center with information about accessing care and more
- Addiction care content center with information about accessing care and more
- Depression, stress, alcohol, drug, and predict teen use assessments for early intervention
- Health classes and support groups
- Personalized healthy lifestyle programs
- Most prescriptions mailed to your door (requires sign-on)
- Self-care apps for meditation, mindfulness and cognitive behavioral therapy
- Self-care resources to help manage depression, reduce stress, improve sleep, and more
- Find Your Words resilience and community mental health support resources

Supplementing clinical excellence with digital tools

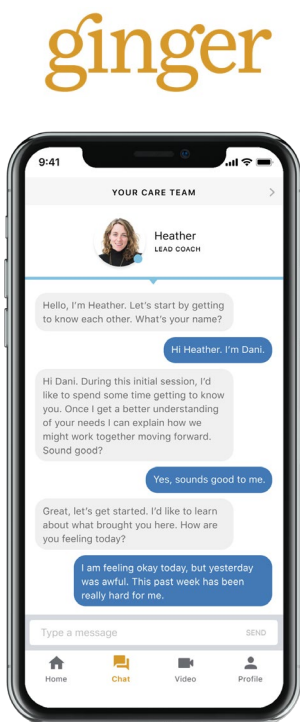
These 3 apps are available to KP members at no cost and without a referral. Self-care apps may also be used to support clinical care.



The #1 app for meditation and sleep. Members can choose from hundreds of activities to build mental resilience, reduce stress, and experience better rest.



Evidence-based programs to help members set mental health goals, track progress, and get support managing depression, anxiety, and more.



1-on-1 emotional support coaching and self-care activities for many common challenges like anxiety, stress, and relationship issues. Adult members can use text-based coaching for 90 days per year. 1, 2, 3



69%
of members

who used wellness
coaching reduced their
stress within one month

Wellness coaching

Convenient, ongoing support from
a specially trained health professional

Many areas of focus

Wellness coaches can help your employees with stress, sleep, smoking cessation, and more. They're not mental health care providers, but they can set up an action plan to keep your employees motivated toward their health goals.

Convenient scheduling

Phone sessions are available 5 days a week and typically last 20 minutes.

Dedicated support

The same coach will get to know your employee over multiple sessions — providing tailored guidance at whatever time and frequency works best.



no cost to members



by phone



self-care and wellness resources



KAISER PERMANENTE®



Get to know your
behavioral health benefits.

City and County of San Francisco

May 31, 2023

United
Healthcare

Focusing our efforts on foundational areas

Health literacy



**Access
to care**



**Guided
navigation**



Quality

Stock photo used.



Other Behavioral Resources with UHC

- **Behavioral Health Network Providers:** Largest performance-based, tiered behavioral network. Provider matching and online self-service plus advocates for live referrals and appointment assistance. Call customer service using the phone number located on the back of your UHC ID card ph# 1-877-259-0493
- **myUHC.com:** member portal for medical and behavioral health resources including provider search tools. Access with your UHC member Health Safe ID
- **Liveandworkwell:** member portal with hundreds of resources and online Cognitive Behavioral Therapy tool. Member guided provider search tool <https://www.liveandworkwell.com> (or connect via myUHC.com). Access with your UHC member Health Safe ID or Cadence
- **Self Care by AbleTo:** top rated digital treatment support self-help app based on Cognitive Behavioral Therapy (CBT) and mindfulness meditation that provides recommendations for activities designed to be effective in the moment. Sign in to liveandworkwell.com or myuhc.com to find the link to register
- **Behavioral Health Virtual Visits:** video-based technology platform offers members the option to have online sessions with network providers from the privacy of their home, office, or other site, including sessions with licensed psychiatrists.
- **Substance Use Disorder Helpline/Website:** specialized substance use recovery advocates available to help navigate recovery options. 24/7 via phone 855-780-5955 or online. <https://www.liveandworkwell.com>.

Substance Use Disorder Helpline

- Connecting individuals to specialized substance use recovery advocates 855-780-5955

The SUD Helpline provides immediate, locally-based provider referrals and other confidential assistance to members 24/7 at no additional cost. Callers can remain anonymous during the interaction.

The substance use recovery advocate will:



Take the time to provide the appropriate next steps



Provide expert decision support and connection to immediate clinical evaluations



Arrange an immediate evaluation with a trusted, licensed substance use provider, typically within 24 hours

90%

of individuals who identify themselves when calling the SUD Helpline use in-network treatment, leading to **better outcomes and a lower total cost of care**¹



In 2022, more than 10,000 calls handled with on average 11.45 minutes time spent with a caller²

1. Substance Use Disorder Helpline performance monitoring and related claims (2018–2021 data); Nussbaum April 2022.


2. MISskillreporting, 2022. Nussbaum March 13, 2023

Behavioral network by the numbers....

National	California	National EAP	CA EAP	Virtual CA EAP
Unique BH+ABA Providers	Unique BH + ABA Providers	Unique Providers	Unique Providers	Unique, CA-licensed Providers
352,459 ▲ 9.9% Data as of 4.25.2023 YOY	30,024 ▲ 23.0% YOY	101,426 ▲ 2.3% YOY	6,481 ▲ 21.3% YOY	5,078 ▲ 38.9% YOY

Specialized programs to improve member access

Express Access Network



11,931 ▲ 134.5% YOY

- Providers contracted to offer appointments within 5 business days
- 92% of commercial members have access w/in 20 mi

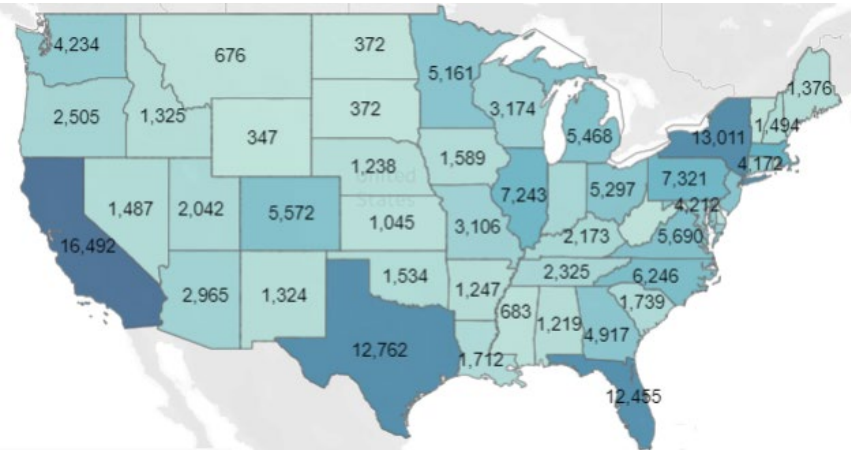
Median time to care (Calendar days)

10 **8** **10/9**
In-person Virtual In-person/virtual - CA

E&I Claims-based Algorithm: Aug – Oct 2022

virtual visits Network

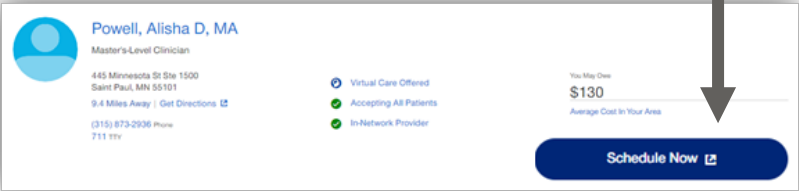
Unique TMH Providers	CA-licensed Clinicians
150,732 ▲ 60.8% YOY	16,858 ▲ 64.8% YOY



Virtual visits network as of 4.25..2023

Online scheduling

- Real-time access to provider schedules via DocASAP
- 2022 Target: 10,000 clinicians
- 2023 Target 30,000+ clinicians (conservative)
- Partnerships include Alma, AbleTo, Simple Practice



Providing greater access to behavioral care

We're using virtual technology to help expand access to care. Employees may receive help from a behavioral health specialist in 1 of 3 ways:

- 1 Office only**
Provider sees patients in an office setting
- 2 Virtual only**
Provider sees patients via video-enabled technology; they don't have a physical office location
- 3 Office and virtual**
Provider conducts sessions in the office and via video-enabled technology; patients may choose to see the provider in 1 or both settings

Behavioral Health virtual visits may provide similar outcomes for many conditions — and cost the same — as in-person office visits.



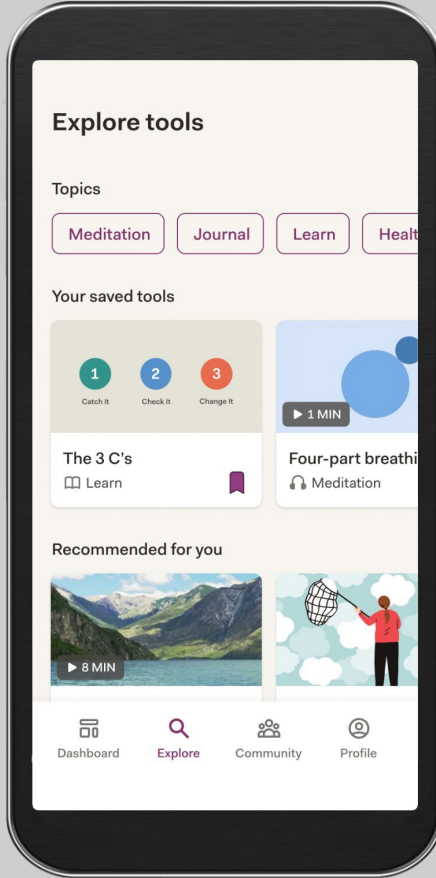
Self Care: On-demand help for stress and emotional well-being

Features:

- ✓ 24/7 self-paced digital program with no out-of-pocket member costs
- ✓ Mental health clinical assessments* help users track behaviors over time (PHQ-9, GAD-7, WHO-5)
- ✓ Evidence-based mental health support including assessments, trackers, mental health skills and tools, collections and communities

*The Patient Health Questionnaire-9 (PHQ-9) scores each of the 9 Diagnostic and Statistical Manual of Mental Disorders criteria based on the mood module from the original PRIME-MD. It was developed by Drs. R.L. Spitzer, J.B.W. Williams, K. Kroenke and colleagues, and an educational grant from Pfizer, Inc. The Generalized Anxiety Disorder Scale-7 (GAD-7) is a 7-item, self-rated scale developed by Spitzer and colleagues (2006) as a screening tool and severity indicator for GAD. The World Health Organization – Five (WHO-5) is a short self-reported measure of current well being. The measure was first introduced in 1988 by the WHO Regional Office in Europe. ¹ Provided by AbleTo. Based on 2021 Sanvello™ participants from national client that opted into self-care only, had above-normal DASS-21 scores and completed assessment at least twice. Sanvello is the foundation of Self Care, but it is not identical. Self Care outcome(s) will be assessed for results in the future. ² AbleTo App Store rating, accessed June 2022.

AbleTo is majority owned by OptumHealth Holdings, LLC, a UnitedHealthcare affiliate.



Measurable outcomes:
Helped to improve mood, worry and stress scores for individuals using our Self Care app¹

Available via app or web experience on mobile device, tablet or computer

4.5/5-star rating on the App Store²

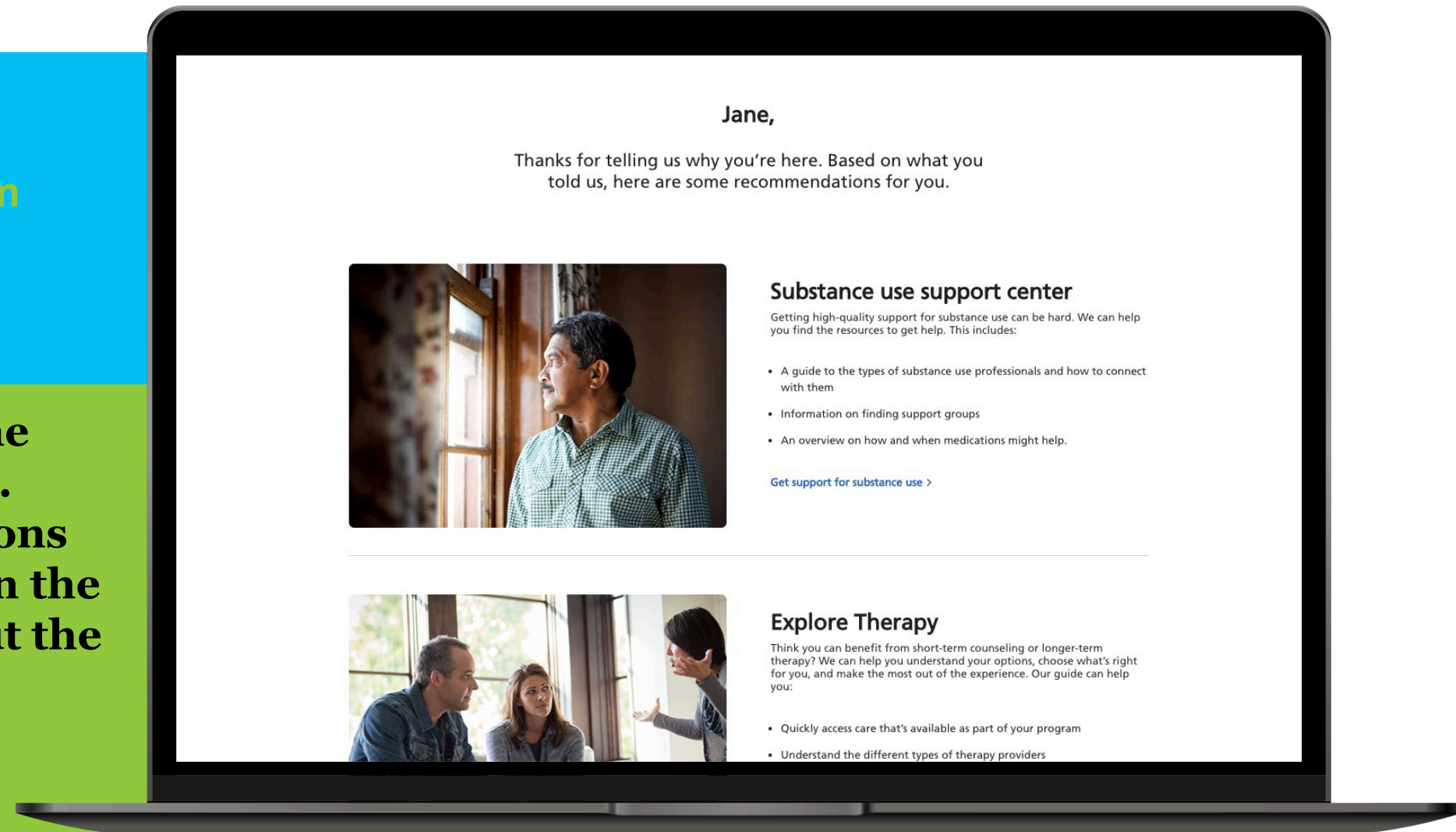
myuhc.com digital guidance



Dr. Yusra Benhalim

Sr. National Medical Director,
Behavioral Solutions

“The last step is to welcome the member to their results page. This includes recommendations for support and care based on the information we learned about the member’s goals, needs, and severity of symptoms.”

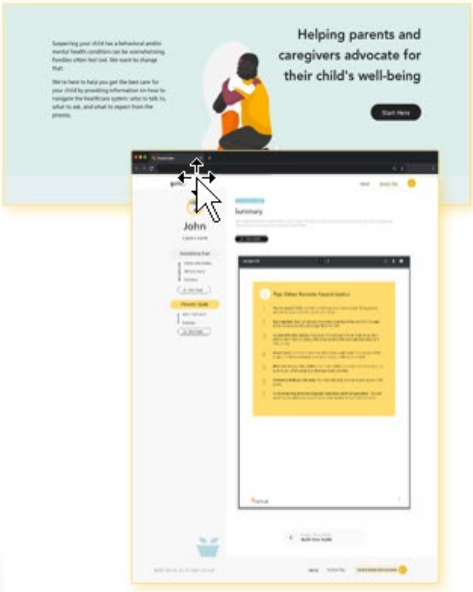
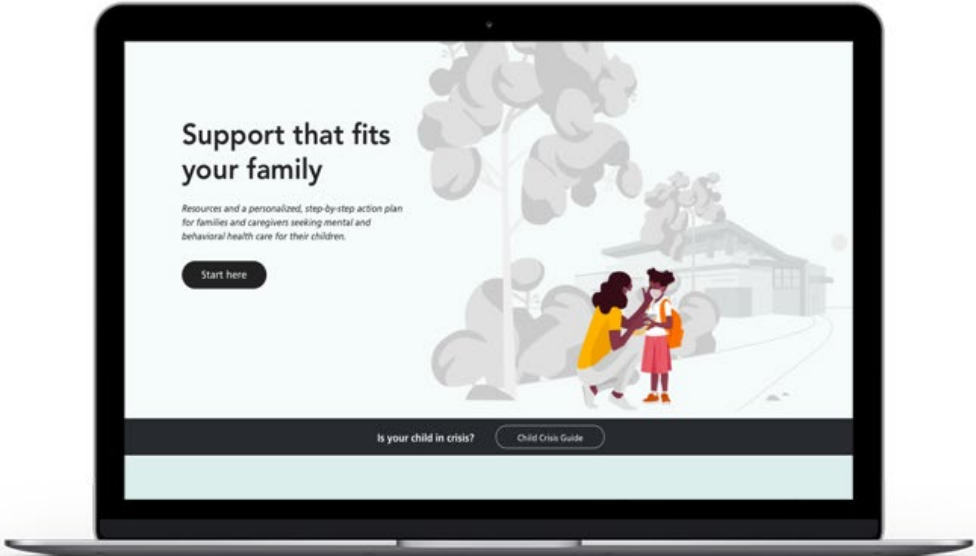
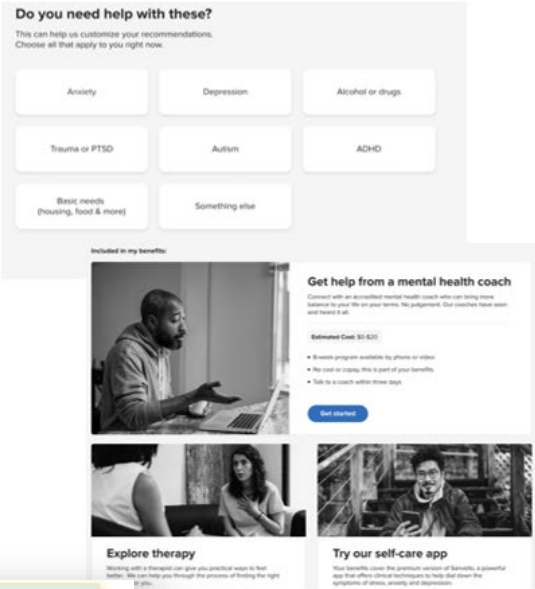
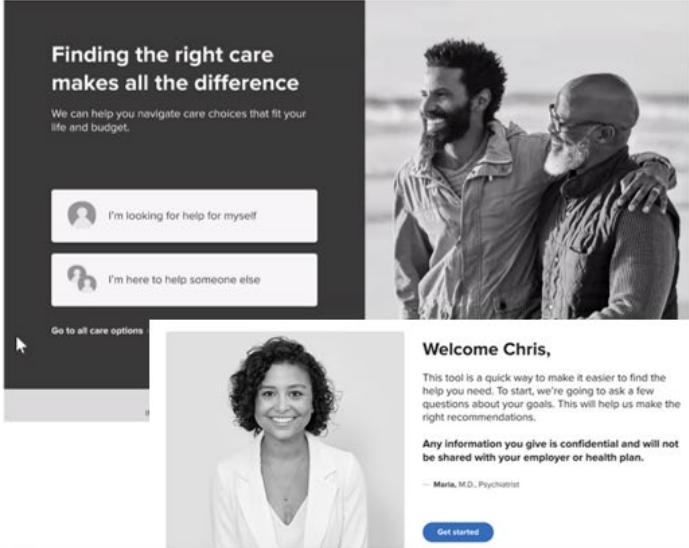
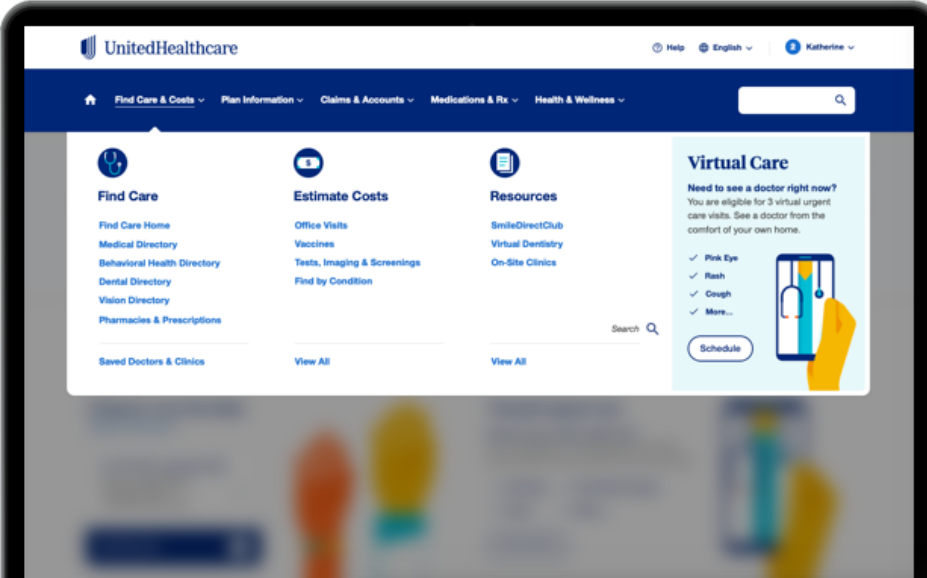


Enhanced Digital Tools and Navigation

Redesigned navigation

Third party integration

Mental health care triage



Liveandworkwell.com

Myuhc.com



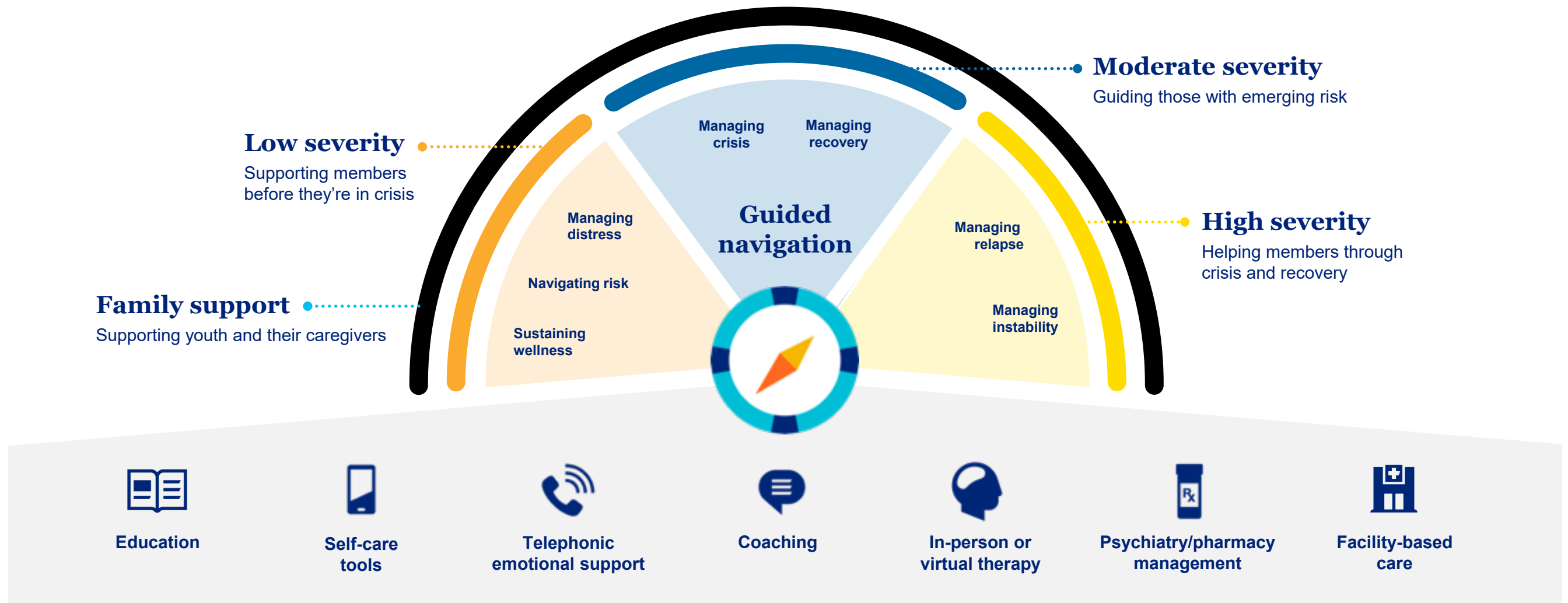
Caring advocates address benefit inquiries and help members find



Advocate4Me® helps support members behavioral health needs by:

- Answering benefit, coverage and claims inquiries
- Assisting with behavioral health provider searches
- Finding crisis support, as needed
- Connecting members to support programs and tools

Guiding adults, youth and caregivers to the right care for their unique needs across a full range of behavioral health solutions



Availability of offerings varies.

Questions?



Call the number on your
UnitedHealthcare Health
Plan ID card 1-877-259-
0493



Visit **myuhc.com**® or
liveandworkwell.com and
access with your HealthSafe
ID

We are here to help 24/7

