

Personal Well-being

RESOURCES AVAILABLE TO GCCCD FACULTY, STAFF AND DEPENDENTS



Disclaimer

This webinar is for informational purposes only and is not intended or implied to be a substitute for professional medical advice, diagnosis, or treatment. All content, including text, graphics, images and information, contained on or available through this webinar is for general information purposes only. Please seek advice from your medical provider with any questions you may have regarding a medical condition.

Our webinars may prompt questions, however, given the format of our presentations, time constraints do not allow us to answer those questions during the sessions. Please send any additional questions to the emails provided at the end of each session.

Our webinars will be recorded for viewing at a later date and time.



Today's Presenter

3



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- ▶ Jennine.Smith@gcccd.edu
- ▶ Health and Safety Specialist
- ▶ Point of contact for ADA/interactive process intake, communications, and reporting.



Employee Assistance Program (EAP)

5

Contact Information

- ▶ Optum Health
- ▶ Phone: 1-888-625-4809
- ▶ Website:
www.liveandworkwell.com
- ▶ access code: veba
- ▶ 5 Free Sessions



Services Offered

Your EAP is here to help you, and your family, get the most out of life. They're ready to help with the small questions and the big problems, and everything in-between, such as:

- ▶ Managing stress
- ▶ Improving relationships at home or work
- ▶ Addressing legal and financial concerns
- ▶ Getting the most out of your career
- ▶ Finding child development, childcare or elder care resources
- ▶ Getting past emotional issues or grief
- ▶ Addressing depression, anxiety or substance use issues

This service is confidential and our EAP Specialists are available 24/7. They can provide you immediate help or direct you to one of our network providers for no-cost, face-to-face consultations.



EAP Steps via Online Access

6

- ▶ <https://www.gcccd.edu/benefits/02b-Dental-Vision-and-EAP-Plans.html>

The screenshot shows the OPTUM website interface. At the top, the OPTUM logo is on the left, and navigation links for 'Language', 'Sign In', and 'Register' are on the right. Below the logo, the text 'Live and Work Well' is displayed. A dark navigation bar contains 'Home' and 'Trending topics'. A warning banner for 'Coronavirus disease 2019 (COVID-19)' is present. The main content area features a white box with the heading 'Get support, answers and expert care.' and a sub-heading 'Find articles, self-care tools, caring providers, and other mental health and substance use disorder resources. Register or sign in to view your personalized benefits.' Below this are three buttons: 'Register', 'Sign in', and 'Browse as a guest with a company access code'. The 'Browse as a guest...' button is circled in red.



EAP Steps via Online Access

Enter Access Code **VEBA**

7

OPTUM | Live and Work Well

Language | Sign In | Register

Home | Trending topics

Coronavirus disease 2019 (COVID-19)
Learn ways to be mindful and keep your stress in check so you can plan, not panic. [Learn More.](#)

Welcome, guests.

Enter your guest access code for a quick look around this site. If you like what you see, [register](#) and [sign in](#) for the full user experience.

Guest Access Code (required) * ⓘ

VEBA

Enter

[Back](#) | [Forgot your access code](#)


G C | GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT


EAP Steps via Online Access

Get Authorization

Welcome California Schools VEBA Employees and Families!

[Highlighted benefits](#) | [Popular tools](#) | [Monthly spotlights](#)

 **Get help when you need it**
If you or your family are going through a difficult time, your Employee Assistance Program (EAP) is ready to help. You can talk with one of our EAP Specialists 24/7 to get confidential help and resources.
[See your EAP benefits](#)

 **Employee Assistance Program (EAP)**
When life happens, we're here for you. With your EAP benefits, you're eligible for virtual visits or face-to-face sessions—at no cost to you.
[Get authorized](#)

Substance Use Disorder Helpline
Identifying substance use disorders can be confusing. Call the Substance Use Disorder Helpline at 1-855-780-5955 to speak with a licensed clinician.
[Learn more](#)

Financial consultation
We provide members with a no-cost 30-60 minute financial consultation per issue.
[Learn more](#)

Legal consultation
We provide members with a no-cost 30 minute attorney consultation and a 25% discount on continuing services.
[Learn more](#)

OPTUM | Live and Work Well | [Language](#) | [Sign In](#) | [Register](#)

[Home](#) | [Life & Work](#) | [Mind & Body](#) | [Financial & Legal](#) | [Crisis Support](#) | [Find a Resource](#) | [Benefits & Claims](#)

EAP pre-visit authorization form

[Search](#)


This request makes it easier to get an approval to see Optum network providers for routine outpatient therapy sessions at no-charge for assessment, referral or brief counseling. **We will respond to your request within three to four business days.**

Use this online form if all of these conditions apply:

- ✓ I am seeking services for myself
- ✓ I have not accessed my EAP visits this calendar year
- ✓ I am not seeking medication services
- ✓ I don't work in a safety sensitive position (truck driver, pilot, etc.)
- ✓ I am over the age of 18
- ✓ I was not referred by my manager or supervisor
- ✓ I am not in a crisis

Otherwise, please call to obtain authorization 24/7

1-888-625-4809

 [Continue](#)

EAP Steps via Online Access

Complete EAP Visit Authorization Request Form

Please answer all questions below
(all fields are required, unless otherwise noted)

Requester information

Effective date

mm/dd/yyyy

First name


Last name

Policy holder's Member ID (optional)

Policy holder's employer

Policy holder's address 1

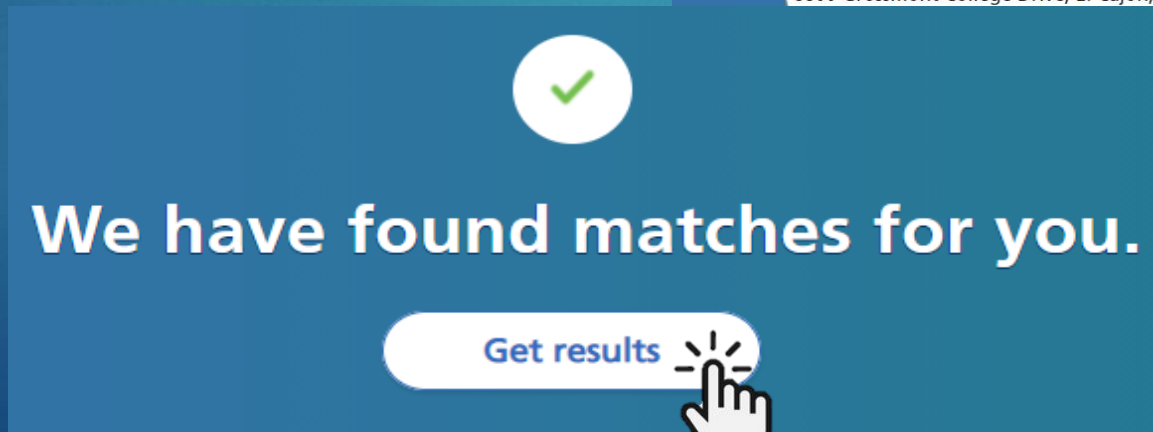
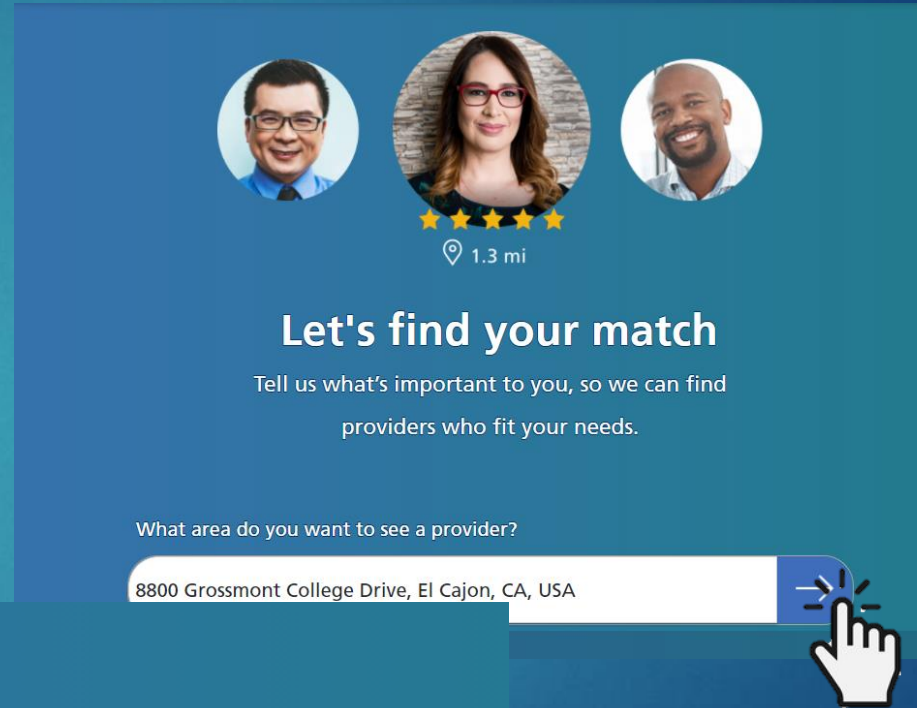
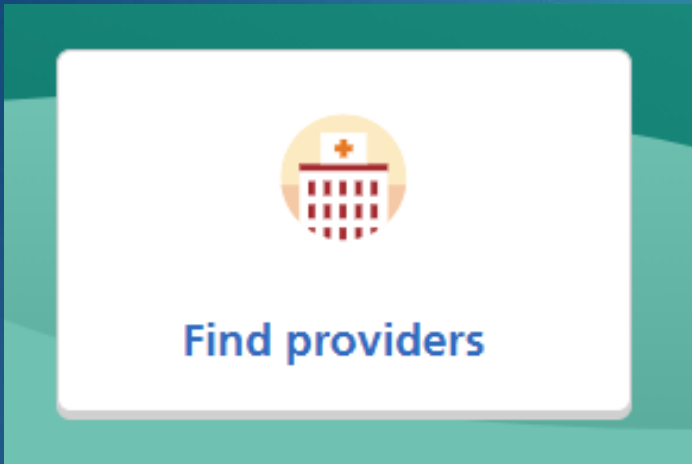
Submit



EAP Steps via Online Access

Finding a Provider

10



EAP Steps via Phone

11

- ▶ Call 1-888-625-4809
- ▶ Explain to personnel what services you need.
 - ▶ Don't be afraid. Everything is **confidential**.
- ▶ Make sure to let them know you are with California Schools VEBA.



VEBA vs Health Benefits

www.youtube.com/watch?v=z5xoy7BRwMA



VS



Kaiser Permanente

13

▶ **AFT, Confidential Administrators, and Confidential Staff**

- ▶ \$15 Office Visit Co-payment

▶ **CSEA and Administrators Association**

- ▶ \$10 Office Visit Co-Payment

Kaiser Permanente: www.kp.org



Kaiser Services and Support



Services and support

You have a range of therapy and treatment choices. As your partners in care, we'll help you select the options that are right for you.

- Adult mental health
- Autism assessment centers
- Child and adolescent mental health
- Clinical evaluation
- Counseling and therapy
- Crisis intervention
- Depression and anxiety resources
- Medication management
- Suicide prevention
- Treatment for substance use disorders



Make an appointment for therapy or counseling.

No referral is needed. Just call your local medical center to schedule an appointment at the mental health, behavioral health, or psychiatry department.



Get care advice 24/7.

For the 24/7 phone number in your area, visit kp.org and click "Advice" in the "Find Care" section at the bottom of the page.

What are mental health services?

Mental health services include assessment, treatment, and support for a variety of mental, emotional, and substance use conditions.

At Kaiser Permanente, adults, families, teens, and children can get clinical and support services for a wide range of issues, including:



- Anxiety and stress
- Attention deficit hyperactivity disorder
- Autism spectrum disorders
- Bipolar disorder
- Depression
- Eating disorders
- Obsessive-compulsive disorder
- Sleep problems
- Treatment for substance use disorders

You don't need a referral to see a therapist

You can make an appointment to see a therapist without a referral from your personal doctor. And if you ever want to change your provider, you can switch at any time for any reason.

United Health Care

15

▶ **AFT, Confidential Administrators, and Confidential Staff**

- ▶ HMO Network 1 (Plan D)
 - ▶ \$20 Office Visit Co-payment
- ▶ HMO Network 2 (Plan D)
 - ▶ \$30 Office Visit Co-payment
- ▶ HMO Alliance \$20/\$30
 - ▶ \$20 Office Visit Co-payment
- ▶ HMO Alliance with \$1,200 HRA
 - ▶ \$40 Office Visit Co-payment

▶ **CSEA and Administrators Association**

- ▶ HMO Network 1 (Plan A)
 - ▶ \$10 Office Visit Co-payment
- ▶ HMO Network 2 (Plan A)
 - ▶ \$20 Office Visit Co-payment
- ▶ HMO Alliance \$20/\$30
 - ▶ \$20 Office Visit Co-payment
- ▶ HMO Alliance with \$1,200 HRA
 - ▶ \$40 Office Visit Co-payment

UnitedHealthcare: www.myuhc.com

UnitedUnitedHealthcare provider search: www.welcometouhc.com/csveba



United Healthcare Emotional Support Line

16

United Healthcare (UHC) is offering a free emotional support line for both members and non-members. The line is staffed 24/7 by mental health specialists. In addition to counseling, the support line also provides a referral for community resources for financial and legal matters.

Call (866) 342-6892



Additional Plans

17

▶ **AFT, Confidential Administrators, and Confidential Staff**

- ▶ SIMNSA HMO
 - ▶ \$5 Office Visit Co-payment

▶ **CSEA and Administrators Association**

- ▶ SIMNSA HMO
 - ▶ \$5 Office Visit Co-payment
- ▶ UMR PPO
 - ▶ No Co-pay

▶ SIMNSA: www.simnsa.com


▶ UMR PPO: www.umar.com



Other Resources

211 (video)


▶ www.211.org



211
Get Connected. Get Help.™

Help starts here


211 connects you to expert, caring help.
Every call is completely confidential.

 **Call 211 for help**
Can't call us? [Find a local 211](#)

Care Solace

▶ <https://www.caresolace.org/>

NEW MENTAL HEALTH RESOURCES



Calming the Chaos of Mental Health Care.

Turn Key Solution for District Staff or Students In Distress

24/7 Care Concierge Team

- Identifies available, vetted mental health providers
- Schedules appointments & facilitates warm transition into care
- Navigates insurance coverage

\$2/student/year for ASCIP Member Districts

Q & A

- ▶ Q1: How are counseling services conducted – are they in-person? Via telephone? Video conferencing calls?
 - ▶ A: It depends on the provider and the services they are offering.
- ▶ Q2: How long are the sessions?
 - ▶ A: Sessions are typically one hour.
- ▶ Q3: Will this affect my job? Can I get fired for using my EAP?
 - ▶ A: No, these services are completely confidential.
- ▶ Q4: Do I need permission from my employer to use EAP services?
 - ▶ A: No, the EAP program is part of our benefits.
- ▶ Q5: My child is going to college in another state, can she/he still use my EAP benefit?
 - ▶ A: Yes, as long as your dependent is actively covered on your VEBA medical plan.
- ▶ Q6: Does EAP cover medication management if prescribed?
 - ▶ A: Medication prescribed by an EAP provider will fall under the pharmacy benefits of your medical plan.
- ▶ Q7: Can retired employees use EAP?
 - ▶ A: Yes, if they are actively covered on the district's VEBA medical insurance.

Human Resources Webinars Continue

- ▶ Directional Guidance (Signage) hosted by Francys Ropohl (Reyes)

- ▶ Date: June 10, 2021

- ▶ Time: 9:30am

- ▶ Registration Link:

https://cccconfer.zoom.us/meeting/register/tJcrce2prD0tG93EKs16oKqL8bXHjlbW_csX



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COMMUNITY COLLEGE DISTRICT

THANK YOU

For questions or comments, please contact:

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