#4mind4body Lunch and Learn
Virtual Resources and WorkLife
04/22/2020

Here4TN Resources

Need help? Chat now: 📩
Our chat hours are:
Monday-Friday:
9:30 a.m.-4:00 p.m. (EST)

- Live Chat
- Shia
- Benefits
- Newsletters
- Virtual visits
- Here4TN.com
- Take Charge at Work
Resources

- Here4TN.com
  - COVID-19 Resources
- Dedicated EAP Team
  - 855-Here4TN
- Legal, Mediation and Financial Services
- WorkLife Services
- Leadership Resources
  - Critical Incident Response Services (CIRS)
  - Management Consultations
- Virtual Visits
  - Behavioral Health
  - EAP
- Talkspace
  - Behavioral Health
- Sanvello
- Take Charge at Work

Here4TN.com – COVID-19 Resources

- Coronavirus (COVID-19)
  - Learn ways to be mindful and keep your stress in check so you can plan, not panic.
  - Click here

Note: By accessing this link, you will be directed to a secure, external webpage. The information on COVID-19 and non-COVID-19 related topics is provided for your company's use.
Dedicated EAP Team

CALL 855-Here4TN
To connect with your
dedicated Optum team

- Unlimited consultations
- Risk screening Advocacy
- Referrals
- Educational materials
- Five visit EAP, per problem, per person, per year

Legal, Mediation and Financial Services

### Legal
One 30-minute telephonic or in-person consultation per issue per year at no cost to you*
Ongoing representation by an attorney at a 25% discounted rate

### Mediation
Access to professional mediators
One 30-minute telephonic or in-person consultation per issue per year at no cost to you
Ongoing representation by a mediator at a 25% discounted rate

### Financial
Access to credentialed financial professionals
One telephonic consultation (30 to 60 minutes in length) per issue per year

- Consumer issues
- Criminal matters
- Deeds
- Document preparation
- Living wills
- Power of attorney
- Real estate services
- State-specific will

- Child custody
- Collections
- Consumer disputes
- Estate settlement
- Family disputes
- Landlord/tenant disputes
- Real estate
- Separation and divorce

- Budget management
- College funding
- Debt reduction
- 401K, IRA, HSA questions
- Estate planning
- Investment plans
- Retirement planning
- Taxes
Here4TN Services for Work and Life

Expert support and verified referrals

- Adult/Elder Services
  - Financial planning
  - Retirement planning
  - Legal services
  - Housing assistance
  - Support services
  - Respite care
  - Insurance information
- Chronic Condition Support
  - Aids to daily living
  - Medical alert systems
  - Special housing
  - Help with work issues
  - Assistive technology
- Child/Parenting Services
  - Childcare
  - Parenting support
  - Child development experts
  - Special needs support
  - Help for teens
  - Pregnancy services
  - Childbirth/Nursing professionals
  - Camps
  - Family activities
- Convenience Services
  - Medical alert systems
  - Special housing
  - Help with work issues
  - Assistive technology
- Life Learning
  - School issues
  - Special education resources
  - College selection
  - Financial aid assistance
  - Alternative education programs
  - Community education programs
- WorkLife Services
  - Aids to daily living
  - Medical alert systems
  - Special housing
  - Help with work issues
  - Assistive technology

WorkLife Member Story #1

Member Need

Member A called in wanting resources and guidance on how she could keep her family entertained and engaged during a time of social distancing.

- What are some fun family activities I can do while staying home with my children?
- How can I keep my family entertained, engaged and healthy?

How We Helped

Our WorkLife staff were able to help with setting up a physical activity plan at home along with assisting in developing a plan to help her children stay connected utilizing apps including virtual gaming like Uno and Yahtzee.

WorkLife staff also provided the member with resources that include:

- Online learning tools for high school students and 6th to 8th grade students
- Parent supports such as P2P (Parent to Parent) that provides resources and advocacy
- Online exercise videos
WorkLife Member Story #2

Member Need
Member B contacted WorkLife because her city closed all daycares. Only daycares that were caring for children of essential workers remained open. Both the member and her spouse work full time and are not considered essential. The family’s back-up care wasn’t available due to their parents being elderly and practicing social distancing. The member needed help finding childcare so that her and her husband could continue to work.

How We Helped
Our WorkLife specialist discussed possible childcare options with the member and provided a search for nanny agencies that were currently doing immediate childcare placements in their area. We were also able to provide the member with a document listing other national babysitter locators she could utilize.

WorkLife Member Story #3

Member Need
Member C contacted WorkLife because her family had lost their second income. Her spouse worked at a local restaurant which was closed down due to COVID-19. The member requested information on how her husband applies for unemployment. She also requested information on local or national grants for financial aid to assist those impacted by COVID-19.

How We Helped
Our WorkLife staff discussed resources and searches that could be done on her behalf. WorkLife staff provided the member with resources that include:
- Emergency funding to those employed by restaurants that are faced with unforeseen expenses that are not covered by insurance
- Cash assistance fund information that provides cash to restaurant and gig workers due to COVID-19
- Unemployment information
WorkLife Member Story #4

Member Need

Member D contacted WorkLife because he is still working full-time and doesn’t have time to search for resources for his parents. His parents, who are in their 70’s, live out of state and his father has COPD putting them into an even higher risk group for COVID-19. His mother was still going out for groceries and essentials despite the risk.

The member also requested information on eldercare law.

- Where can my parents get groceries while practicing social distancing?
- How can I set up Power of Attorney for my parents?

How We Helped

Our WorkLife staff submitted a search for the member on locating stores with senior only hours along with local grocery stores that take phone, online and delivery orders.

Our staff also discussed the legal benefit that is offered through his EAP and connected the member with the legal service.

Additional resources that were offered include:

- Non-profit organization that offers a grocery assistance program to help with online or phone grocery orders
- Apps that offer restaurant and grocery delivery services

Leadership Resources

Management Consultations

As much as they need to, managers can consult with EAP specialists and licensed management consultants on any workplace issue, including management referrals.

CIRS

A specialized crisis team is at the ready 24/7 by phone. Clinicians from a network of 6,500 crisis experts provide urgent, on-site counseling for as long as needed.
VIRTUAL RESOURCES

Virtual Visits

Virtual visits are a covered treatment option that leverages HIPAA-compliant technology to deliver EAP, evaluation, therapy, medication management, information and education at a distance in real time.
Virtual Visit Member Experience

- **Scheduling Virtual Visit**
  - You are now on the virtual visit landing page
  - Take a moment to watch the video or read how virtual visits work
  - Click the “Get started” button
Finding A Provider

- Enter the provider, type of provider or applicable condition you are looking for in the search bar – Double check the location of the search to ensure it is accurate
- (Note: search function will automatically extend search to surrounding locations)

Finding A Provider

- Click “Schedule virtual visit” to begin
Sign In To Live And Work Well

- If you have not registered to use Live and Work Well, begin registration process by clicking the register link
- If you have registered, sign in

Scheduling An Appointment

- Virtual visits are subject to the same fees you would pay for an in-person office visit (after deductible)
- EAP visits (virtual and in-person) are at no cost to the member
- Benefits are automatically loaded to match your insurance plan
Scheduling An Appointment

- Eligibility of benefits is verified — Confirm your appointment details
- Select Book Appointment
Register To Use The Virtual Visit Patient Portal

- Member registration is required and completed when scheduling a visit for the first time
- First time virtual visit members are required to go through a short registration process to fill out their profile
- Upon completion of the required steps, you will return to appointment scheduling

Virtual Visit Member Experience

- Accessing Virtual Visit
  - After scheduling your virtual visit you will receive a confirmation email as well as a reminder email
  - Follow the link in the confirmation or reminder email to access your virtual visit

Helping?

Get 24/7 virtual visits

Here’s how to book your virtual visits (choreography):

1. Log in to your OnlineHealth.md using your HealthID (ID)
2. Click on Your HealthMate and choose My Appointments
3. Click on link under Manage My Appointment
4. Select your visit from the appointment drop-down
5. Choose your scheduled appointment
6. Click on what you’d like to do: Cancel, Reschedule, or Start

Note: If you cancel or change an appointment less than 24 hours before your appointment, your provider may charge a fee.

For benefits, eligibility, your authentication requirement, or other implementation questions, please visit https://www.humanesources.md.com

For help with forgotten passwords, navigation, or technical issues, call 844.306.7157
Talkspace

Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master’s-level or higher behavioral health clinicians available nationwide.

*Talkspace is only available through Behavioral Health benefits and not through EAP

Talkspace Home Page

Accessible through Here4TN.com or www.talkspace.com/connect

Accessible through the app store or play store

*Supported browsers for Talkspace include: Chrome, Microsoft Edge, FireFox or Safari.
Talkspace Registration

Talkspace Registration

QuickMatch™

By answering a few questions, the Talkspace proprietary matching algorithm identifies the therapist best suited to meet specific clinical needs and preferences.
Talkspace – Choosing a Therapist

Choosing A Therapist
Therapist profiles (including area of expertise, license, and therapeutic approach in the therapist’s own words) can be reviewed before a selection is made.

Talkspace - Schedule And Register

Meet Your Therapist
All users are encouraged to schedule a complimentary 10-minute introductory video session with their new therapist. Establishing a relationship is a key predictor of outcomes.

Talkspace
Support For Your Life

OPTUM
Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

•29
•30
Talkspace- App Experience

Text, Video, & Audio

Talkspace offers a wide range of digital messaging including text, video, and audio messages to efficiently facilitate a meaningful therapeutic experience. The therapist can also deliver informational clinical content.

Talkspace- App Experience

Change Therapist

When a strong therapeutic alliance is not established, it may be necessary to change to a different therapist. Clinical outcomes and satisfaction are measured at the therapist level, empowering Talkspace with valuable data and unsurpassed ability to monitor the quality of our provider network.
Sanvello

On-demand help for stress, anxiety and depression – anytime.

Sanvello Upgrade

Search App Store
Download Sanvello
Launch Sanvello, Tap “Get Started”
Complete the steps to create a Sanvello account
Sanvello Upgrade

After creating an account, you’ll be prompted to Upgrade

Search for and select State of Tennessee

Enter the information on your Behavioral Health ID card

Use the help prompts for additional assistance if needed

Sanvello- App Experience

Daily mood tracking and personalized progress

Guided Journeys

Coping tools

Community support

Members answer questions to capture their mood, take weekly assessments and can track where they are over time

Clinical techniques help members feel more in control and build long-term life skills

Members can find tools to help them relax, be in the moment or manage stressful situations

Members can connect with each other anonymously and share advice
Take Charge At Work

Take Charge at Work is a confidential program designed to help working adults recognize and manage symptoms of stress and depression. Call 855-Here4TN (437-3486) with questions or to enroll. Visit Here4TN.com for more information.

State of TN is offering TCAW participants an incentive* of $150 to complete the TCAW Engagement Activity.

Engagement Activity (session one) is defined by completion of the first coaching session.

Incentive tracked through ActiveHealth Management.

*The TCAW incentive is offered to eligible state and higher ed. active members only.

Questions?

I am not sure I have a behavioral health ID card. Where can I order a new one? If you have medical insurance through the state, you have the behavioral health benefit. To print your behavioral health ID card, go to HERE4TN.com and select the members tab at the top. Select Claims Log In. This will take you to Optum’s Live and Work Well site. Note if you do not have an account, you will be prompted to create one or log in. On the top right (Benefits & Claims) select the drop down and View ID card is at the bottom. You can print your card from this screen. You can also call 855-437-3486 (855-Here4TN) and request a new card.

Do I need a behavioral health ID card? No. To access behavioral health services you do not need to have your ID card.

Is the Sanvello App free? Because of COVID-19, right now, anyone can access the premium version of Sanvello. Everyone has access to the free version, but plan members will have access to the premium version even after COVID-19 ends, at no extra cost as part of a plan member’s behavioral health benefits. When the premium version is no longer free for all, employees and members who do not have behavioral health benefits can choose to subscribe to the premium version via self-pay.

Do you pay a copay for Sanvello? No, there is no copay. It is a self help app that you use at your own pace. The premium version of the app is available at no charge if you are enrolled in the health plan.

How do I access the premium version of Sanvello? Get the Sanvello app on Here4TN.com or go to Google Play or iTunes. Enter State of Tennessee when asked for Health Insurance Provider and enter your behavioral health ID number. This is your eight-digit Edison Id (00123456) which is also found on your Caremark pharmacy card.

Will I be notified when Sanvello converts to a pay service if I am not a health plan member or I did not set up the premium version? About a week ahead of turning off the premium version for non-plan members, Sanvello will email, send a push notice or add an in app banner to let you know. The opportunity to upgrade via insurance or via subscription (self-pay) will be included in the communications.
Questions?

What will happen when the premium version of Sanvello ends? You will be downgraded automatically if you have not upgraded. You will then be able to use the basic version of the app and you can keep your account forever.

Who has access to TalkSpace? TalkSpace is only available to members with behavioral health benefits. If you are not enrolled in the state health plan, you will not have access to TalkSpace but you do have access to Virtual Visits for EAP.

Is TalkSpace available 24 hours a day? And, is it only available for the first four or five sessions? There is an introductory 10-minute video call with your provider when you sign up for TalkSpace that will help address these questions. In general, TalkSpace works on your and your provider’s schedule. You can message your provider any time and they will respond five times a week. And is considered one in person session.

Is TalkSpace intended to replace an in person behavioral health visit? No. It is for you to connect with a provider in a different way, such as texting or video messaging but you still have the option of going to see a therapist in person. It is just a different modality to interact with a provider.

Are dependents eligible for TalkSpace? If your dependent is signed up for medical insurance, they will also have access to TalkSpace.

Have Virtual Visits always been an option or just during COVID-19? Yes, you had the option to have virtual EAP or behavioral health visits before the pandemic.

Are there Work/Life resources for first time home buyers? If you will call Here4TN at 855-437-3486, a Work/Life specialist will assist you with resources as a first-time home buyer.

What about creating a will, living will, or medical power of attorney? Are there resources on Here4TN? Yes, you can fill out a living will on your own. You can select the legal documents that are specific to your state. If your will is more complicated, you can also take advantage of a free 30-minute consultation with an attorney and ongoing counsel at a 25% discount. Legal and Mediation consultations are on a per issue, per year basis.

What about retirement planning? You do have access to a 30-60 minute telephonic consultation with a credentialed financial professional per issue per year.

Are the attorneys provided for legal services or do I get to choose? You will be provided with different options, but you get to choose which one you work with.

How often can you do the free legal consultation each year? It is set up similar to EAP. You can have one free 30-minute session, per problem, per year.

Is there a link for the different services or apps available to us? Go to HERE4TN.com to see all of the benefits and resources available through EAP and your behavioral health benefit.
Appendix

More FAQs for Virtual Visits, TalkSpace, Sanvello and Virtual Visits

Virtual Visits FAQs

• **What is a virtual visit?**
  A virtual visit is a real time, online visit with a provider. Virtual visits are an additional way to see a provider, when in person visits may not be accessible or convenient.

• **What equipment will I need?**
  For a virtual visit, you’ll need a desktop or laptop computer, tablet, or smartphone with a camera, and an internet connection.

• **Does my provider have to be licensed in the state where I’m located?**
  Yes. Your provider must be licensed in the state where you’re physically located in at the time of the visit. The provider doesn’t necessarily have to be located in your state.

• **Can a psychiatrist prescribe medication if they’re located in a different state than me?**
  Psychiatrists can prescribe in the states where they’re licensed and as regulations allow.

• **How are virtual visits different than in-person visits?**
  There really is no difference as far as the quality of your visit goes. The same professional standards are followed, and studies show that the two are equivalent in terms of effectiveness and outcomes. The only difference is that the virtual visit takes place at home, work or any private location with internet connection.

• **How much does a virtual visit cost?**
  Virtual visits are subject to the same fees you would pay for an in-person office visit (after deductible). EAP visits (virtual and in-person) are at no cost to the member.
**Virtual Visits FAQs, Continued**

- **How do I pay for my virtual visit?**
  If your provider is using the Optum platform, your copay will be collected two hours before your visit. Additional fees will be collected directly through your provider’s billing service after your virtual visit. If your provider is using their own technology, the provider will collect your copay before your visit, and will bill you for additional fees through their own billing service. Providers who participate in Doctor on Demand and American Well will collect all fees before your visit.

- **Do EAP providers offer services via virtual visits?**
  Yes.

- **How do minors participate in virtual visits?**
  The minor member must log in with their HealthSafe ID. The provider will typically require that a parent or guardian be present for the first visit. Continued parent/guardian participation is up to the provider.

- **How is my privacy verified? How does the provider know the correct member is in the session?**
  The member must present their insurance ID card for verification.

- **Are virtual visit sessions recorded?**
  No. Providers do not record virtual visits sessions.

- **How can I view my virtual visits claim information?**
  Claims information can be found on the Claims page on Liveandworkwell.com, the same place you find claims for in-person visits.

- **Can I use my smartphone or tablet for virtual visits?**
  Yes. We recommend you check with individual providers what technology you can use before your appointment.

**Talkspace FAQs**

- **What is Talkspace?**
  Developed by team of health care industry professionals, Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master’s-level or higher behavioral health clinicians available nationwide.
  - As a contracted virtual visit provider group, Talkspace is a convenient, safe and secure way to access behavioral health therapy via smart phone or desktop, giving individuals greater flexibility to engage with their care and improve their overall health.

- **How is Talkspace different from Optum’s virtual visits program?**
  Just like virtual visits, Talkspace provides the opportunity to connect with a therapist, no in-person office visit required. Additionally, Talkspace offers messaging including text, audio or video message, within the secure app.

- **For which conditions is Talkspace recommended?**
  Talkspace is recommended for members dealing with many common behavioral health issues such as anxiety, depression, post-traumatic stress disorder (PTSD) or compulsive disorders. It is also recommended for members who may not seek treatment through traditional in-person methods for various reasons — such as access barriers or fear of stigmatization. Talkspace is not recommended for members in acute crisis or with severe mental illness (SMI).
Talkspace FAQs, Continued

• Are there costs associated with Talkspace for members?
  Just like other virtual visits, Talkspace sessions are subject to the same cost share or coinsurance rate (after deductible) as an outpatient office visit. Generally, one week (seven days) of unlimited messaging or one live video session is equivalent to one outpatient visit, with providers attesting to session completion.
  • It’s the clinical determination of the therapist at the time of service to determine if an initial assessment is needed.
    – Standard clinical practice is to bill the first visit as the initial evaluation
    – Subsequent visit will be billed as therapy
  • Cost share will be the same as an in person visit:
    – If you have a PPO you may be responsible for a co-pay
    – If you have a CDHP you may be responsible for your deductible/coinsurance
  • Payment will be collected via credit card at the beginning of each session and a confirmation email will be sent. No bill will be received, as members give consent for Talkspace to charge their credit card prior to beginning visits.
  • Members can use their FSA or HSA card to cover the cost of the initial evaluation and therapy.

• What technology requirements are necessary for accessing Talkspace?
  A desktop computer and a smartphone or tablet with internet access are required to access Talkspace. Talkspace is compatible with iOS and Android operating systems. Members have the option of downloading the app, or utilizing their web browser during therapy. In order to access the video or audio capabilities, devices must have a camera and microphone.

• Is Talkspace secure?
  Talkspace technology is protected using banking-grade encryption and externally audited in compliance with the Health Insurance Portability and Accountability Act (HIPAA). For more information on the complete Privacy Policy, visit talkspace.com/public/privacy-policy.

• What are the age requirements for using Talkspace?
  Talkspace is available to eligible individuals ages 13 or older. Individuals under the age of 18 are matched with providers that have specialties in adolescent behaviors. Parental consent is obtained based on state requirements for minors.

• What are the Talkspace guidelines on when and how to refer a member to in-person care?
  If a Talkspace provider feels that the member would benefit from in-person care, but is not in acute crisis, they will walk the member through how to find a provider through their insurance plan. If the provider makes the clinical decision that the member is a danger to themselves or others, they follow the same state and federal guidelines as in-person therapy.
Sanvello FAQs

• What is Sanvello?
  Created by psychologists, Sanvello is a top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT) — a type of psychotherapy that has been shown to be especially effective for individuals experiencing high levels of stress, or symptoms of anxiety and depression.
  Sanvello empowers individuals to engage with activities to improve their mental health from the convenience of their mobile device anytime, anywhere — helping relieve symptoms and build life skills that can reduce potential high-cost interventions in the future.

• For which conditions is Sanvello recommended?
  Sanvello is recommended for members experiencing high levels of stress, and/or those with anxiety and depression — especially those who may not seek treatment through traditional methods due to various reasons. Members may benefit from using Sanvello whether or not they have a diagnosis of a behavioral health condition. Sanvello can also be used in conjunction with conventional therapy.

• Is support available for specialized conditions, such as substance use and eating disorders?
  Not at this time. Guided Journeys and activities are geared toward individuals with generalized anxiety disorders and/or depression. However, individuals with these specialized conditions could still benefit from the app’s capabilities and can call 855-Here4TN for additional support.

Sanvello FAQs, Continued

• Are there costs associated with Sanvello?
  There is no cost to members with behavioral health coverage for downloading, registering and utilizing the app. Members with EAP benefits only have access to the free, standard version of the app, with no upgrade covered. Register using your behavioral health ID to access the premium version. If you have lost your ID card, call 855-Here4TN to request your behavioral health ID and a new card.

• What technology requirements are necessary for accessing Sanvello?
  Members need a mobile device (smartphone or tablet) with access to the internet. Sanvello is compatible with iOS and Android operating systems. Members may have a better experience if they download the Sanvello app. However, there is a web version of the application available with limited functionality that can be accessed on any desktop or mobile browser.

• Is Sanvello secure?
  Yes, Sanvello uses secure access login with two-factor identification, enterprise-grade password requirements and login detection from other devices.

• What are the age requirements for using Sanvello?
  Sanvello is available to individuals ages 13 and older.
Take Charge at Work FAQs

• What is the Take Charge at Work program?
  Take Charge at Work is a telephonic coaching program designed, by Optum, to help people with depression improve performance at work. Interested individuals take an online assessment consisting of 12 questions to determine if they show signs of depression and if their work life is negatively impacted. The assessment calculates a score and the individual receives a message with suggested next steps. Qualified and enrolled participants will work with an Optum coach for up to eight telephonic coaching sessions. Optum utilizes the Creating a Balance workbook to facilitate the coaching sessions. The workbook is broken into eight chapters and is available printed or electronically in a pdf.

• Who is eligible for the program?
  All State and Higher Education benefit-eligible employees, all Local Education and Local Government and Retiree State health insurance plan members, and dependents eligible for EAP, who are working either full or part time. Participants must be over the age of 18.

• How does the assessment work?
  Our assessment is an industry-standard survey designed to measure the symptoms of depression and whether a person’s depression is affecting their performance in the workplace. The Take Charge at Work program initially uses the assessment to determine if an individual would benefit from the program. Then throughout our coaching program, the assessment is used to measure an individual’s progress.

Take Charge at Work FAQs, Continued

• Are my results confidential?
  Yes. The results of all assessments and program participation are confidential and are not shared with your employer. If you decide to participate in Take Charge at Work, you may choose to have Optum notify any treating physicians you are currently seeing, in compliance with relevant privacy laws.

• What if I don’t qualify for the program?
  If your assessment scores indicate that Take Charge at Work is not appropriate for you, there are still other services available through Optum. These will be presented on the results screen.

• Will my regular doctor know that I am participating in the program?
  If you decide to participate in Take Charge at Work, you may choose to have Optum notify any treating physicians you are currently seeing. You are also welcome to discuss your participation in the program with any of your current treating physicians directly.

• What are the qualifications of Optum’s coaches?
  Our coaches are licensed masters-level mental health professionals or licensed PhDs. They have direct clinical mental health experience in employee assistance programs, health care companies, and public as well as private clinics. Our coaches are experienced with chemical dependency and workplace issues and possess knowledge of behavioral risk factors and performance issue resolution.
Take Charge at Work FAQs, Continued

• **How can this program help me?**
  Take Charge at Work has been developed to help people experiencing workplace issues as a result of depression. The program can help you improve your attention span, increase memory, guide you regarding workplace conflict and help you develop skills to make your work day more pleasurable. Through our Creating a Balance workbook, you will work on ideas and exercises to help you overcome your challenges.

• **What should I expect?**
  You will first complete the online assessment and receive a score. This will take a couple of minutes to complete. Depending on your assessment score, you may be eligible to participate in a screening call. You will be prompted to call 855-Here4TN to complete this call, which can take up to 20 minutes.
  Once you have been screened, you are eligible to enroll in the Take Charge at Work program. Participants will meet telephonically with a coach bi-weekly for eight sessions. These sessions are expected to be 30–45 minutes. It’s up to you to pace the program to meet your own personal schedule. Your coach will help you determine the best pace for you.

• **Will my employer know that I’m participating?**
  The privacy of participation in the Take Charge at Work program is protected by reasonable safeguards (administrative, physical and technical) and in compliance with relevant privacy laws.
  Your employer will not be informed that you took our assessment or are participating in the program.

• **I’m already in counseling. Should I do this too?**
  Yes. The Take Charge at Work program is designed to help you deal with workplace issues associated with depression. If you are already participating in other counseling, you might benefit from participating in Take Charge at Work as well.

• **How much does Take Charge at work cost?**
  The Take Charge at Work program is available to you through your employer benefits. There is no additional cost to you to take the assessment or participate in the program.