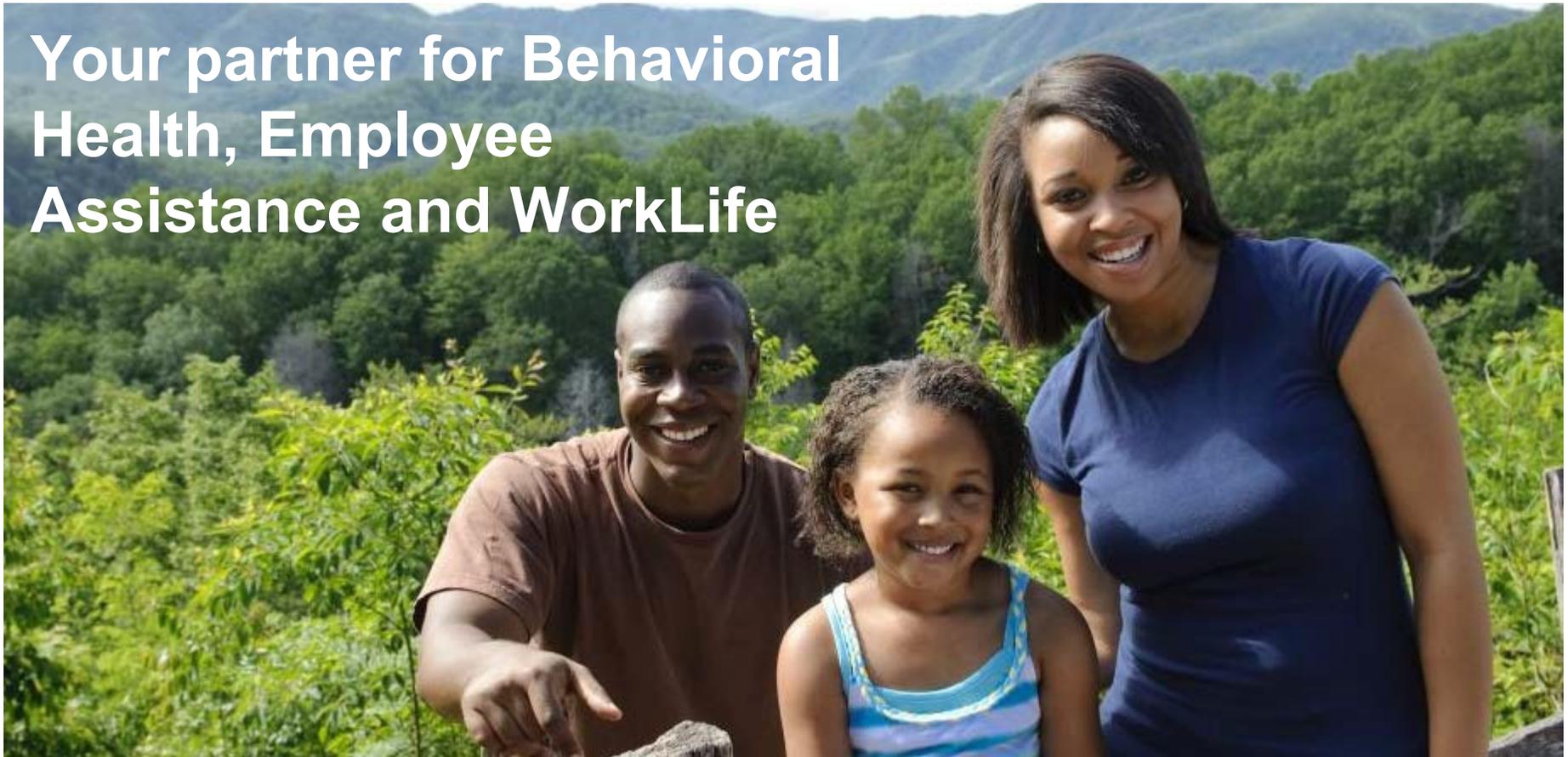




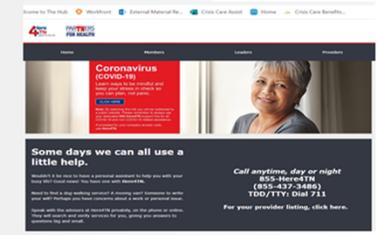
Your partner for Behavioral  
Health, Employee  
Assistance and WorkLife





**Need help? Chat now**

Our chat hours are  
Monday–Friday  
9:30 a.m.–4:00 p.m. (EST)



**Take Charge At Work**

Do workdays feel longer lately?

Take a few minutes to answer questions that assess your risk for depression. Based on your results and eligibility requirements, you may qualify for the Take Charge at Work counseling program.

**Take The Brief Assessment**

It's normal to feel down sometimes. But if those feelings start to affect your life more often, you may need extra support



Home

## Welcome to your ABC Marketing eToolkit



PLAN



DOWNLOAD



PRINT



DISTRIBUTE

<https://cx.optum.com/content/cex-consumer/here4tn-etoolkit/en.html>



## SUBSTANCE USE DISORDER (SUD) TREATMENT: BENEFIT ENHANCEMENT



**Better outcomes:** SUD preferred facilities show exceptional treatment outcomes over other treatment programs.



**Personalized treatment:** Clinicians with experience and expertise to personalize treatment for you, meeting the highest standards to ensure the best possible care

### **Lowest cost:**



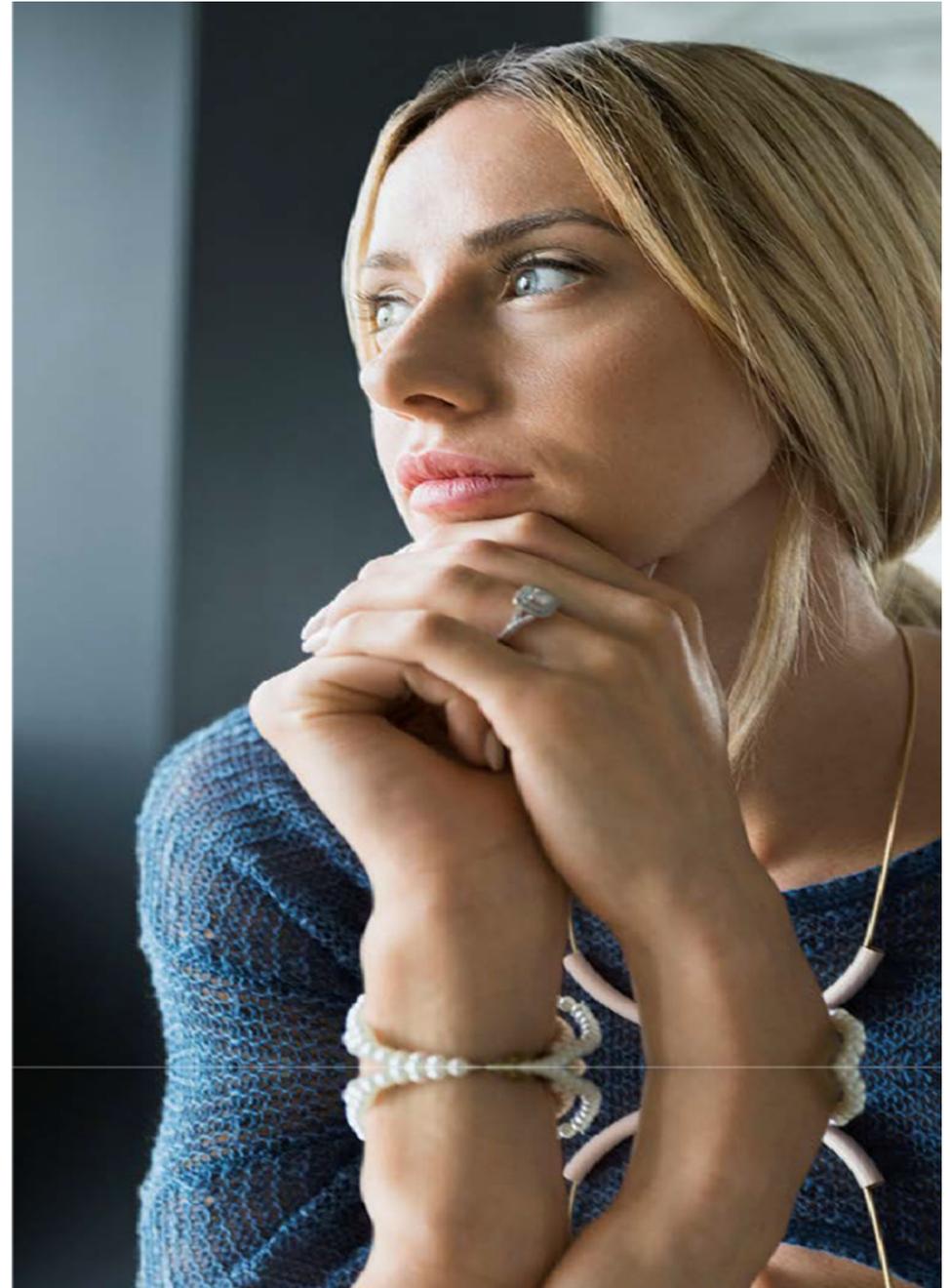
- For PPO members, the **plan pays 100 percent\*** of eligible facility treatment expenses to include waiving the deductible and co-insurance.
- For CDHP members, coinsurance will be waived after the deductible has been met.

\*where preferred network services are provided



## MEMBER EAP SERVICES

- Five visit EAP, per problem, per person, per year
- Dedicated line for TN members to access for help
- Access to Here4TN.com
- Virtual Visits
- Talkspace
- Sanvello
- Legal, Mediation and Financial Services
- WorkLife Services
- Take Charge At Work





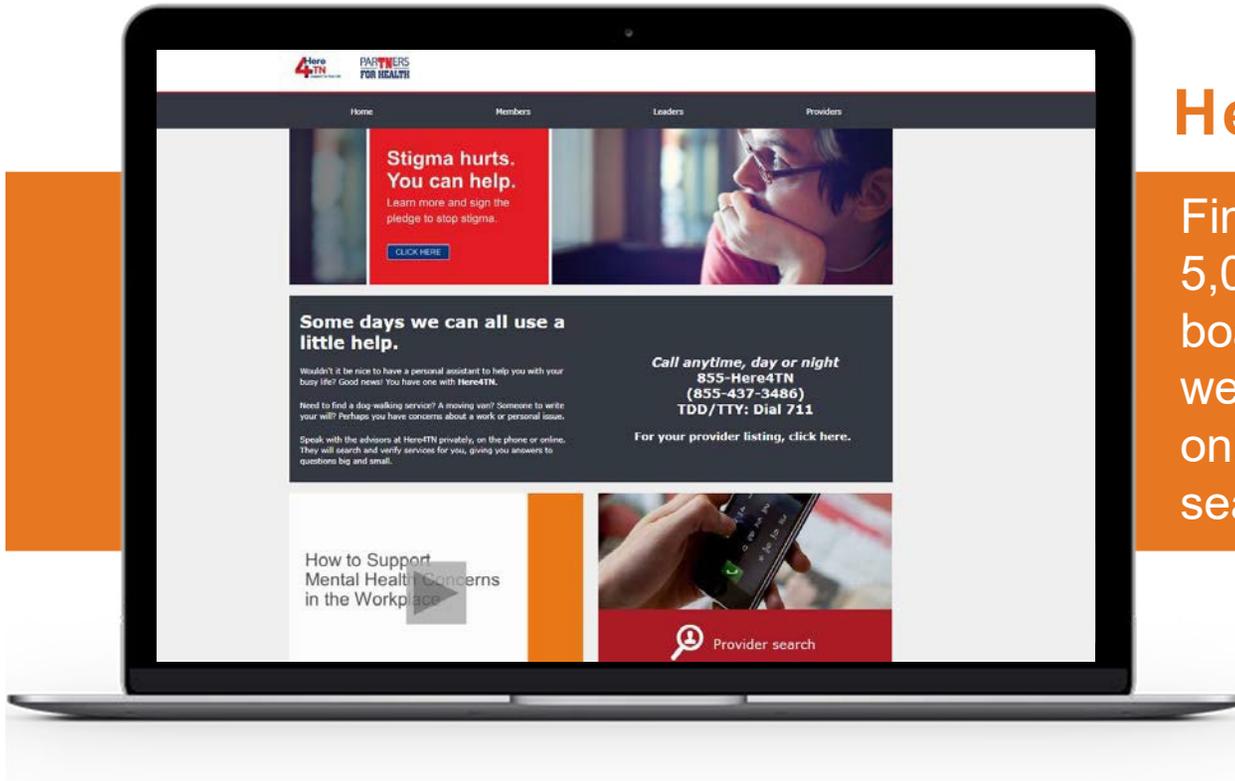
**CALL 855-Here4TN**  
**To connect with your**  
**dedicated Optum team**



Members call Master's-level employee assistance specialists for unlimited **consultations, risk screening, advocacy, referrals and educational materials.**

Five visit EAP, per problem, per person, per year.





## Here4TN.com

Find information you need from 5,000+ articles, discussion boards, videos, podcasts, webinars, newsletters and online condition centers, and search for a provider.

## 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.



## TALKSPACE

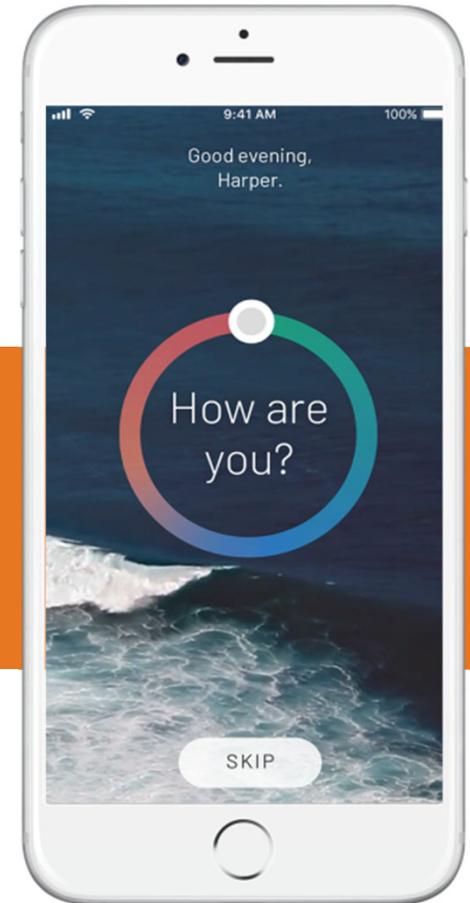
Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master's-level or higher behavioral health clinicians available nationwide.

\*Now available for EAP visits in addition to Behavioral Health visits



## SANVELLO

Sanvello is a self-help app that 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.



# Legal, Mediation and Financial Services

<p style="text-align: center;"><b>Legal</b></p> <p><b>One 30-minute telephonic or in-person consultation per issue per year at no cost to you*</b></p> <p><b>Ongoing representation by an attorney at a 25% discounted rate</b></p>	<p style="text-align: center;"><b>Mediation</b></p> <p><b>Access to professional mediators</b></p> <p><b>One 30-minute telephonic or in-person consultation per issue per year at no cost to you</b></p> <p><b>Ongoing representation by a mediator at a 25% discounted rate</b></p>	<p style="text-align: center;"><b>Financial</b></p> <p><b>Access to a money coach</b></p> <p><b>2 calls with a money coach (30 minutes in length) per issue per year</b></p> <p><b>100% confidential</b></p>
<ul style="list-style-type: none"> <li>• Consumer issues</li> <li>• Criminal matters</li> <li>• Deeds</li> <li>• Document preparation</li> <li>• Living wills</li> <li>• Power of attorney</li> <li>• Real estate services</li> <li>• State-specific will</li> </ul>	<ul style="list-style-type: none"> <li>• Child custody</li> <li>• Collections</li> <li>• Consumer disputes</li> <li>• Estate settlement</li> <li>• Family disputes</li> <li>• Landlord/tenant disputes</li> <li>• Real estate</li> <li>• Separation and divorce</li> </ul>	<ul style="list-style-type: none"> <li>• Online financial stress assessment</li> <li>• Self-directed online learning modules</li> <li>• Financial calculator</li> <li>• Tax consultation and preparation</li> <li>• 25% discount for preparation of all personal income tax documents</li> </ul>

## Expert support and verified referrals

### Adult/Elder Services



- Financial planning
- Retirement planning
- Legal services
- Housing assistance
- Support services
- Respite care
- Insurance information
- Medicare/Medicaid support
- Transportation
- Long-distance caregiving
- Aids to daily living

### WorkLife



*Saving time and reducing stress in response to life's challenges.*

### Child/Parenting Services



- Childcare
- Parenting support
- Child development experts
- Special needs support
- Help for teens
- Pregnancy services
- Childbirth/Nursing professionals
- Camps
- Family activities
- Adoption support
- Grand parenting assistance
- Communication training
- Pet services
- Domestic Relocation

### Chronic Condition Support



- Aids to daily living
- Medical suppliers
- Food/nutrition assistance
- Self care tools
- Travel assistance
- Social services
- Home healthcare
- Medical alert systems
- Special housing
- Help with work issues
- Assistive technology

### Convenience Services



- Household needs
- Personal issues
- Recreational activities
- Shopping
- Entertainment
- Dining
- Nightlife options
- Education
- Health & wellness

### Life Learning



- School issues
- Special education resources
- College selection
- Financial aid assistance
- Alternative education programs
- Community education programs
- Career consulting
- Adult education classes
- Enrichment classes
- Lectures
- Music, dance, art, and craft classes
- Online learning

## 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.

### Step 1

Answer a quick assessment with a Here4TN specialist.

### Step 2

Once enrolled members will have access to a program workbook and will work through each chapter at a pace that's right for them.

### Step 3

Together with a coach, members will create a personal plan so they can get work-life balance back and start enjoying life again.

**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.

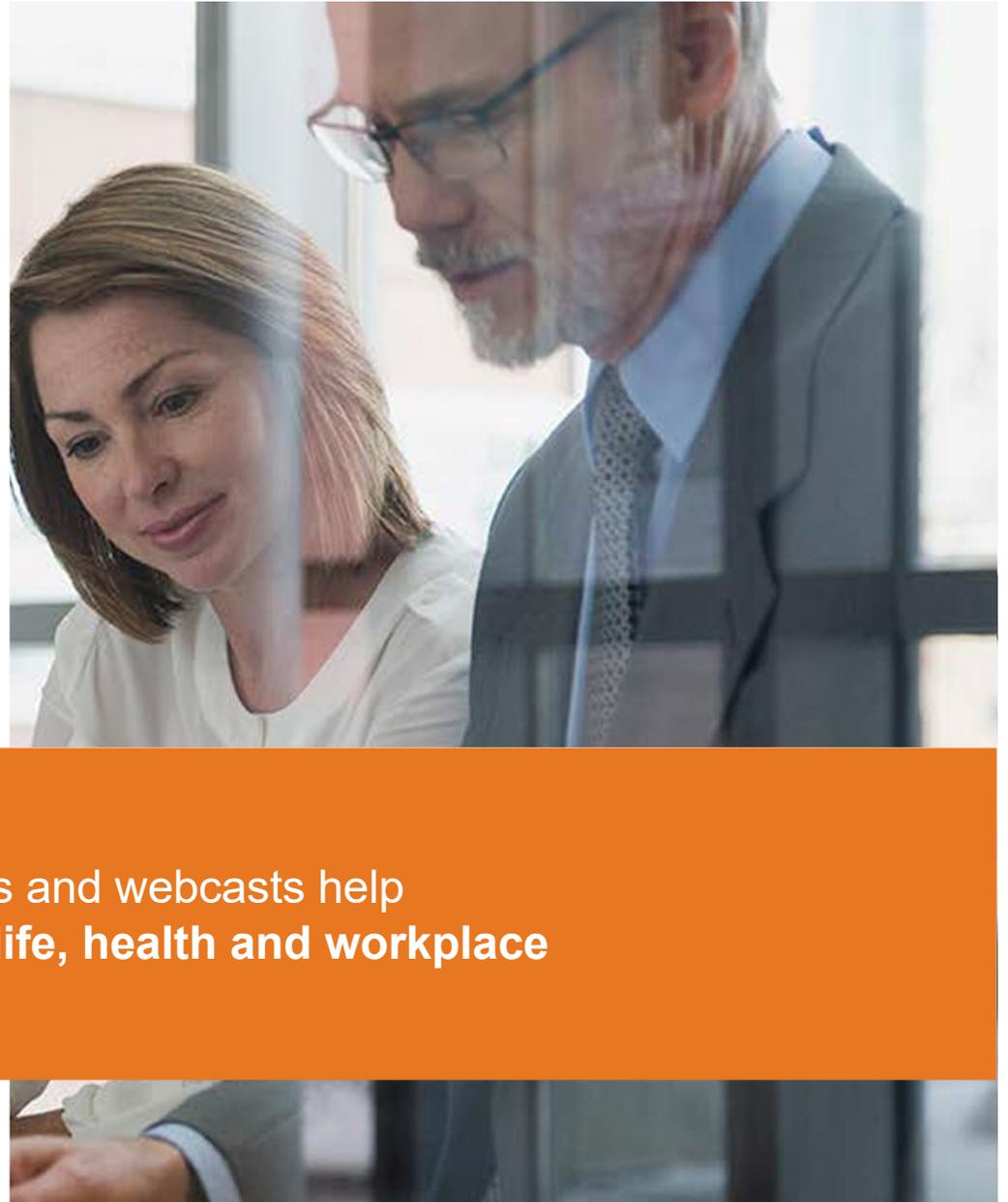
\*The TCAW incentive is offered to eligible state and higher ed. active members only.

## LEADER AND MANAGER RESOURCES

- Training and development for managers and employees
- Management consultation services
- Critical incident response services



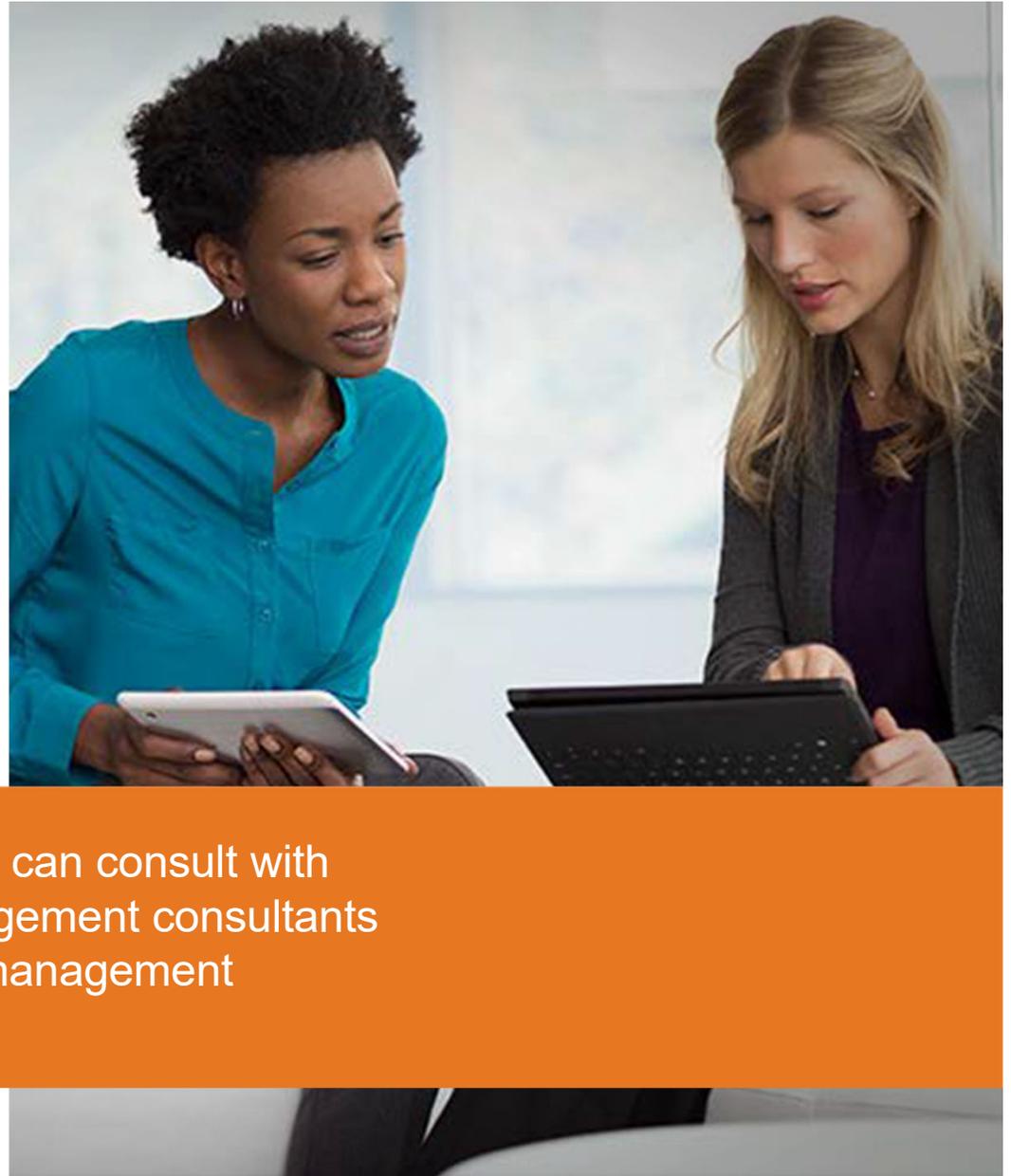
## TRAINING AND DEVELOPMENT FOR MANAGERS AND EMPLOYEES



A wide range of informative seminars and webcasts help managers and employees address **life, health and workplace challenges.**

## MANAGEMENT CONSULTATION SERVICES

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



## CRITICAL INCIDENT RESPONSE SERVICES

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.

