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## Remember Your Resources – Know Where to Get Help

Through simply caring and connecting, we can support each other and improve the emotional health of our team. When more help is needed, we offer a number of benefits that can provide help when you or a colleague is in distress:

**Anthem Mental Health and Substance Use Disorder Benefits-** covered services to diagnose and treat mental health or substance use disorder conditions, including psychiatric conditions, include the following. You will pay any applicable deductibles, coinsurance or copays based on your specific medical plan. Medical Summary of Benefits and Coverage and Certificate Booklets can be found on the Benefits Corp website by clicking [here](https://www.vabankers.org/plan-summaries).

* **Inpatient Services** in a Hospital or any Facility including individual psychotherapy, group psychotherapy, psychological testing, counseling with family members to assist with the patient’s diagnosis and treatment, electroconvulsive therapy, detoxification, and rehabilitation. Precertification is required.
* **Outpatient Services** including office visits, professional provider services at a facility, therapy and treatment, Partial Hospitalization/Day Treatment Programs, Intensive Outpatient Programs and (when available in your area) Intensive In-Home Behavioral Health Services. Covered services include individual psychotherapy, group psychotherapy, psychological testing and medication management visits (visits to your physician to make sure that the medication you are taking for a Mental Health or Substance Use Disorder is working and the dosage is right for you).

**Anthem 24/7 Nurseline-** a resource that can help you work through stressful times in your life. Registered mental health nurses can guide you and your family on treatment and help you learn about your options by calling 1-800-337-4770.

**Anthem Behavioral Health and Wellness programs**— visit Anthem’s website at anthem.com for additional information on referral programs and online tools and support resources.

**Anthem Employee Assistance Program (EAP) -** the Employee Assistance Program (EAP) is here for you if you’re feeling stressed, worried, or having a tough time — confidential counseling 24/7, 365 days a year. Just call 800-346-5484 or visit [anthemEAP.com](https://www.anthem.com/employer/eap/employee/) and enter VBA. EAP services are available for employees enrolled in a VBA medical plan and members of their household at no cost (household members do not have to be covered under employee’s medical plan to utilize EAP services). Eligible members will receive up to 4 free face-to-face visits per occurrence per year. 000hemEAP.com and enter VBA. EP

**Anthem LiveHealth Online EAP Psychology and Psychiatry**  - Online short-term counseling sessions help you address problems related to work/life balance such as parenting, relationships, managing stress. You can call 800-346-5484 & speak to a clinician to obtain the EAP coupon and add LHO service key.

* Use the app or go to **livehealthonline.com** and log in. Select L**iveHealth Online Psychology** and choose the therapist you’d like to see or on the phone at **1-888-548-3432** from 7 a.m. to 7 p.m., seven days a week. You must be at least 18 years old to see a therapist online and have your own LiveHealth Online account. Visits usually last about 45 minutes and Psychologists and therapists using LiveHealth Online do not prescribe medications.

Once EAP visits are exhausted, you can see the same therapist using your behavioral health outpatient benefits. You will pay your cost share determined by your plan design and any applicable deductibles, coinsurance or copays. Click [here](file:///C:\Users\sallen\OneDrive%20-%20Virginia%20Bankers%20Association\Mental%20Health\EAP%20-%20LHO%20Psych%20Psychi.pdf) to access a flyer on these benefits. 800-346-5484 or visit anthemEAP.com and enter VBA. EAP

**Health Risk Assessment** – is a screening tool that helps individuals identify and understand their health risks and monitor health status over time. A health risk assessment includes a questionnaire, an assessment of health status, and personalized feedback about actions that can be taken to reduce risks, maintain health, and prevent disease. Visit anthem.com or download the Mobilehealth Consumer app to take your personal health risk assessment.

**Lincoln Financial Group Employee Assistance Program (EAP) –** all employees covered under the VBA’s Long- Term Disability plan through Lincoln Financial Group is eligible for their EAP. Confidential counseling 24/7, 365 days a year for you and your family by calling 877-695-2789 or visit the website at workhealthlife.com/mlassist. Covered individuals are eligible for a combined total of five free face-to-face visits per occurrence.

**myStrength Program** - an online and mobile program that supports emotional health and wellness ([myStrength flyer](file:///C:\Users\sallen\OneDrive%20-%20Virginia%20Bankers%20Association\Mental%20Health\myStrength%20flyer%20-%20VBA.pdf)); access through EAP or download *myStrength* app.

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| **Short-Term and Long-Term Disability coverage-** provides you a weekly or monthly benefit if you are unable to work due to an illness or injury, including mental health conditions. You can easily report a claim and check the status of your claim through Lincoln Financial Group’s dedicated secure website or you can call **1-844-600-3977.** |

Please visit: <https://www.mylincolnportal.com/customer/public/login>to access employee resources and online tools.