



**Your partner for Behavioral  
Health, Employee  
Assistance and WorkLife**





# BEHAVIORAL HEALTH MEMBER ID CARD

## BEHAVIORAL HEALTH BENEFITS



**NAME**  
 XXXXXXXXXXXXXXXXXXXXXXXX  
  
**MEMBER ID**  
 XXXXXXXXX  
  
**GROUP ID**  
 15296  
  
 XXXXX

### MEMBER SUPPORT:

Call for additional support and resources for any behavioral health need, including benefits, treatment and provider options. A specialist is available to assist you 24/7.

**855-Here4TN**  
**(855-437-3486)**

### SUBSTANCE USE HELPLINE:

For help with alcohol and drug addiction, please call this confidential number. Our specialized licensed clinicians are available 24/7 to talk with you immediately to guide and support you on your road to recovery.

**855-Here4TN**  
**(855-437-3486)**

### CLAIM SUBMISSIONS:

**Optum**  
P.O. Box 30755  
Salt Lake City, UT 84130-0760

**HERE4TN.COM**  
Go online for more resources, including helpful articles and a provider search.

Do not call these numbers in an emergency or urgent care situation. Call 911 or go to the nearest emergency room. WF724672 85312A-112019

# SUBSTANCE USE DISORDER BENEFIT ENHANCEMENT

**Costs are waived for members who use certain preferred substance use treatment facilities**

- PPO members who use these high-quality facilities won't pay a deductible or coinsurance for facility-based substance use treatment
- CDHP/HSA members' coinsurance is waived after they meet their deductible
- Copays for PPO members and deductible/coinsurance for CDHP/HSA members will still apply for standard outpatient treatment services
- Find preferred Optum facilities at [Here4TN.com](https://www.here4tn.com) or by calling 855-Here4TN



## 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
- Legal counseling and mediation services
- Financial counseling and coaching
- WorkLife Services
- Take Charge At Work

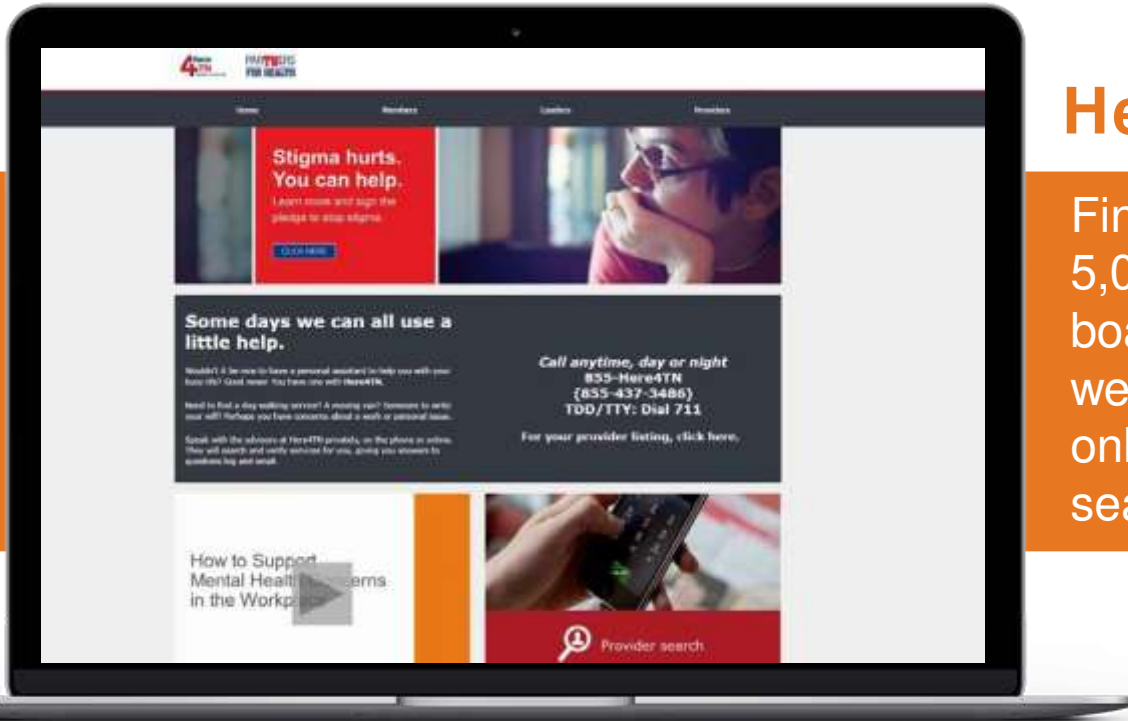


**CALL 855-Here4TN**  
**To connect with your  
dedicated Optum team**



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.







## LEGAL COUNSELING AND MEDIATION SERVICES

Employees receive a free, half-hour consultation per separate legal issue on the phone or in person with an attorney or mediator in their state — part of a national network of **more than 28,000 attorneys and mediators**. Ongoing counsel is available at a **25% discount**.



## FINANCIAL COUNSELING & COACHING

Financial Well-being offers multiple ways to engage and access financial assistance. Members can access online financial stress assessments, self-guided learning modules, financial calculators and a learning library. Members may also receive 30-60 minutes of telephonic consultations per issue, per year with an experienced, credentialed financial coach to address a wide array of concerns.



# WORKLIFE SERVICES

Adult/eldercare services	Child/parenting services	Chronic condition support	Convenience services	Life learning
<ul style="list-style-type: none"> <li>• Financial planning</li> <li>• Retirement planning</li> <li>• Legal services</li> <li>• Housing assistance</li> <li>• Support services</li> <li>• Respite care insurance information</li> <li>• Transportation</li> <li>• Medicare/Medicaid support</li> <li>• Long-distance caregiving</li> <li>• Aids to daily living</li> </ul>	<ul style="list-style-type: none"> <li>• Childcare</li> <li>• Parenting support</li> <li>• Child development experts</li> <li>• Special needs support</li> <li>• Help for teens</li> <li>• Pregnancy services childbirth/nursing professionals</li> <li>• Camps</li> <li>• Family activities</li> <li>• Adoption support</li> <li>• Grand parenting assistance</li> <li>• Pet services</li> <li>• Help for non-traditional families</li> <li>• Communication training</li> <li>• Domestic relocation</li> </ul>	<ul style="list-style-type: none"> <li>• Aids to daily living</li> <li>• Medical suppliers</li> <li>• Food/nutrition assistance</li> <li>• Self care tools</li> <li>• Travel assistance</li> <li>• Social services</li> <li>• Home healthcare</li> <li>• Medical alert systems</li> <li>• Special housing</li> <li>• Help with work issues</li> <li>• Assistive technology</li> </ul>	<ul style="list-style-type: none"> <li>• Household needs</li> <li>• Personal issues</li> <li>• Recreational activities</li> <li>• Shopping</li> <li>• Entertainment</li> <li>• Dining</li> <li>• Nightlife options</li> <li>• Education</li> <li>• Health &amp; wellness</li> <li>• Care kits</li> </ul>	<ul style="list-style-type: none"> <li>• School issues</li> <li>• Special education resources</li> <li>• College selection</li> <li>• Lectures</li> <li>• Financial aid assistance</li> <li>• Online learning alternative education programs</li> <li>• Community education programs</li> <li>• Career consulting</li> <li>• Adult education classes</li> <li>• Enrichment classes</li> <li>• Music, dance, art and craft classes</li> </ul>

## 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.

