



MENTAL HEALTH & SUBSTANCE ABUSE BENEFITS

Due to federal mental health parity law, there is no yearly or lifetime dollar limit for essential mental health benefits. Also, deductibles, co-payments, coinsurance, out-of-pocket limits, number of days or visits covered and any pre-authorization of treatment must be the same for mental health and medical/ surgical services. Employees can also access services through the Employee Assistance Program (EAP): 800-795-2351.

Mental Health and Substance Abuse Services

For urgent mental health issues, members should call 911, go to the nearest emergency department.

Kaiser Permanente	Blue Shield of California	United Healthcare – City Plan PPO (Non-Medicare)	United Healthcare Medicare Advantage Plan
<p>Call 1-800-464-4000 to make an appointment or contact your Primary Care Physician.</p> <p>You don't need a referral to see a therapist. You can make an appointment to see a therapist without a referral from your primary care physician.</p>	<p>Call 1-877-263-9952 to find a provider and schedule an appointment.</p>	<p>Call 1-866-282-0125 to make an appointment.</p> <p>Telemental Health services are available with participating providers. To find providers online, go to www.LiveandWorkWell.com or welcometouhc.com/sfhss.</p>	<p>Call 1-877-259-0493.</p> <p>Telemental Health services are available with participating providers. To learn more or schedule a Telemental Health visit, open myuhc.com and click on mental Health to link to www.LiveandWorkWell.com.</p>

ADDITIONAL SERVICES

Kaiser Permanente Members

Classes, Support Groups: Contact your local Kaiser facility for a calendar, or visit kp.org/mentalhealth.

Telephone/Online Coaching: Call 1-866-251-4514 or visit kp.org and search for HealthMedia Relax.

Tobacco Cessation: Contact your local Kaiser facility for classes. Call 1-866-251-4514 for a telephonic coach. For HealthMedia Breathe and other resources visit kp.org/quitsmoking.

Home Health Care: Are you a working mom who helps your mother? A husband caring for your sick wife at home? Do you regularly help a neighbor with chores? Maybe you're already retired and caring for your elderly father.

Caregivers have one thing in common: They make time in their lives to provide social, financial, emotional, and physical support to someone who needs their help. There are many excellent resources to assist you in your caregiving role. Ask your doctor about Kaiser Permanente resources for caregivers, or visit kp.org for resources and classes.

Blue Shield of California Members

Counseling and Consultation: LifeReferrals is available with no co-payment. Topics include relationship problems, stress, grief, and community referrals. Legal and identify thief consultations are available. Call 1-800-985-2405, 24/7.

Online Coaching: Take wellbeing one day at a time with the DailyChallenge: wellvolution.com

Tobacco Cessation: Visit QuitNet at mywellvolution.com.

United Healthcare – City Plan PPO Members

Confidential Help: Call 1-866-282-0125 anytime.

Telemental Health services are available with participating providers. To find providers online, go to www.LiveandWorkWell.com or welcometouhc.com/sfhss.

Tobacco Cessation: Visit welcometouhc.com/sfhss for the online smoking cessation information.

Mental Health Providers and Online resources can be found at www.LiveandWorkWell.com Members can also link to this directly from their www.myuhc.com profile.

United Healthcare Medicare Advantage Plan

Counseling/Therapy Individual and group therapy, screenings and education. Call 1-877-259-0493.

Solutions for Caregivers

The Solutions for Caregivers case managers can help with making difficult decisions about various topics including living arrangements and care needs. Services include:

- In-person assessment
- Telephone consultation
- Toll-free access to caregiver coaches with a list of local resources
- Personalized care plan
- Caregiver coaches act as an advocate
- Coordination of services

Services are available for members and those who care for members. A Medicare Advantage member number is needed to obtain services. Call 1-866-896-1895 8am-5pm CT Monday-Friday.
