

CONFIDENTIAL MENTAL HEALTH SUPPORT



A full spectrum of Mental Health Services are available to meet your needs – completely confidential and personalized to you:



If you want to talk to someone or explore life and wellness coaching

If you want to explore therapy or psychiatric care through telehealth or in-person

If you want to explore taking time for yourself

THE GUIDE PROGRAM AND HEALTH COACHES

Confidential support to help you thrive

Work can be stressful or overwhelming. The Guide Program wants to help. Whether you need referrals for life's daily needs or other support to avoid burnout, the Guide Program is here to listen and assist. Get personal, confidential help from specialized Guide Care Concierges. A dedicated concierge will identify appropriate support resources, connect you to those you prefer, facilitate scheduling, when applicable, and check in on your progress.

Work /Life Services

Reclaim some of your time and make life more manageable by taking advantage of work/life services, including:

- Child care and elder care referrals
- Support for legal and financial matters
- Convenience care for daily life needs (like finding pet care or movers)



*Services are available 24 hours a day, 7 days a week by calling **888.784.5665** toll-free or visiting **portal.bhsonline.com**. You can also download the ConciergeConnect mobile app. Use username: **[[Client Name]]***



MDLIVE VIRTUAL CARE VISITS

To stay healthy, you need to take care of your body and mind. We make it easy — and affordable — to get the support you need with telebehavioral health benefits and customized online resources. You have 24/7 access to care from therapists, psychologists, and psychiatrists who can help with concerns like anxiety, depression, and panic disorders. With telebehavioral health from MDLIVE you access a confidential visit from the comfort of your home, or wherever you are. Choose to have your virtual care visit by video chat, using the MDLIVE website or mobile app, or by phone.

How to activate your account

Registration is quick and easy. There are several ways to activate your MDLIVE account so you're ready for a virtual visit when you need one:

- Text **IBX** to **635-123** to chat with Sophie, a virtual assistant who will help you sign up.
- Download the MDLIVE app on a smartphone or tablet
- Visit **mdlive.com/ibx**
- Call **1-877-123-4567**

IBX MEDICAL PLAN COVERAGE

How to schedule a telebehavioral health visit

To locate a licensed in-network professional who offers virtual visits, call **1-800-123-4567**. You can also see if your current behavioral health provider offers virtual visits.

Your [[Client Name]] medical and prescription plan through Independence Blue Cross covers inpatient and outpatient mental health / substance abuse treatments.

SHORT-TERM WORK ABSENCES

[[Client Name]] offers paid disability leave for individuals who work 30 hours or more per week and have been with the firm for at least 6 months. Our leave manager is Unum. You and your doctor can work with Unum if a leave of absence is needed for any number of serious health conditions including depression, anxiety and burnout. You can reach Unum at **123-456-7890** and learn more on Compass: **<https://compass.com/admin/humanresources/benefits/Pages/Wellness.aspx>**

What is short term disability compensation?

Short-term disability ("STD") compensation is a Firm program that affords eligible employees with continuation pay in whole or at a percentage of their base salary. The percentage of pay corresponds to the employee's job category, regular base pay and years of service, which is outlined in the Firm's disability policy. If you have any questions regarding the amount of your continuation pay, please call the Benefits Department

Benefits Department:

Jane Doe

- Email: **[jdoe@\[Client Name\].com](mailto:jdoe@[Client Name].com)**
- Phone: **215-123-4567**

John Smith

- Email: **[jsmith@\[Client Name\].com](mailto:jsmith@[Client Name].com)**
- Phone: **215-123-4567**

Is there anyone else with whom I should speak regarding an upcoming leave?

You should inform your department leaders and supervisors, especially when the need for leave is foreseeable or planned, of your intended leave so work can be delegated appropriately. There is no obligation to disclose the reason for your leave with department leaders or supervisors.

Contact Information:

UNUM – Policy #123456

- Phone: **866-123-4567**
- Fax: **800-123-4567**