

April Wellness Action Message



Quarterly Theme: Mental Wellbeing: Prevention & Intervention

May is National Mental Health Awareness Month

If you or a loved one struggle with anxiety, stress, isolation, or depression, you're not alone. While one in five people will experience mental illness during their lifetime, everyone faces challenges in life that can be stressful and overwhelming. It's important to know that mental health conditions are common and treatable. When you or a covered dependent need help, a variety of resources are available to you.

Throughout this quarter, based on your benefit plan, each resource will be highlighted and know a behavioral health resource is available in meeting you wherever your mental health path is leading you.

Medica's Behavioral Health Resources

The spectrum of behavioral health resources available to members emphasizes our commitment to whole person health. We know behavioral health is just as important as physical health. When one of our members needs help related to mental health or substance use, Medica has a variety of behavioral health resources that promote getting the right care, at the right time, from the right provider.

My Health Rewards by Medica®	<ul style="list-style-type: none">• Journeys: reducing stress• Healthy Habits: reducing stress• Healthy Habits: anxiety and depression
Stress Management Resources	<ul style="list-style-type: none">• Self Care by AbleTo• Live and Work Well
Behavioral Health Resources	<ul style="list-style-type: none">• Medica Behavioral Health Services• Thousands of providers who can provide care virtually, including Amwell

Medica's Behavioral Health Provider Network

Behavior Health Services includes mental health and substance use care. Medica's Behavioral Health network includes more than 285,000 practitioners nationwide. When you need to find a behavioral health provider.

<ul style="list-style-type: none">• Find a provider to best meet your needs. Our behavioral health network includes more than 278,400 providers nationwide, including virtual care providers• Connect with a counselor (in-person or virtually) in times of stress, anxiety, or crisis• Ask a billing or claim question• Learn more about your behavioral health benefits• Get expert support to better understand substance abuse disorder (SUD) treatment options	<ul style="list-style-type: none">• Call 1 (800) 848-8327 any time to talk with a care advocate about any behavioral health questions or...• Visit Medica.com/FindCare. Select your plan and click on "Start here" within the "Behavioral health" tile• Search by provider name, location, specialty, treatment option, ethnicity, gender, and more• If you need care right away, select the "Express Access Provider" filter to find a provider who offers appointments within five business days• Choose a virtual visit if an in-person visit is not accessible or convenient• Click to call, email, or visit a provider's website• See patient reviews or submit a review of your provider
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Medica's Behavioral Health Telehealth Resources

With telehealth appointments, behavioral health providers can treat general mental health conditions, such as depression and anxiety.¹ Done primarily online through a computer, tablet, or smartphone, telehealth lets your provider see you without an in-person office visit. They offer therapy and, when useful, prescribe medications.² There are thousands of behavioral health providers who can treat you through a telehealth visit — for when you need convenience or a quick appointment. Work with psychiatrists and therapists who are part of our behavioral health network.

TELEHEALTH RESOURCE	HOW TO USE IT
<p>Medica Behavioral Health Network³</p> <p><i>Many of the behavioral health providers in our large network offer virtual care</i></p>	<ul style="list-style-type: none"> • Visit Medica.com/FindCare • Select your health plan • Click on "Start here" within the "Behavioral health" tile • Search by provider name, condition, expertise, program, specialty, gender, or ethnicity. Check "virtual visit (Online Therapy)" to review options • To schedule online, create an account (HealthSafe ID). Enter your Medica member ID number during registration. You can also click to call, email, or visit a provider's website
<p>Amwell, 24/7 Online Clinic⁴</p> <p><i>Experienced therapists and prescribers provide care and counseling for a variety of conditions</i></p>	<ul style="list-style-type: none"> • To get started, create an account with Amwell at Amwell.com/cm or download the free app from the App Store or Google Play or... • Call 1 (844) 733-3627 (TTY: 711) • Select a provider and follow the prompts to start or schedule your visit⁵
<p>Talkspace⁴</p> <p><i>Helps you work with a licensed therapist anywhere, anytime. Send private messages (text, voice) or schedule live video sessions</i></p>	<ul style="list-style-type: none"> • Go to Talkspace.com/Connect • Select "Get started" under "Use my Employee Assistance Program (EAP)." Call EAP at 1 (800) 626-7944 to get your authorization code • Answer a few simple questions to get started • Get matched with a provider, typically within 48 hours <p><i>If your employer offers the Medica® Optum® Employee Assistance Program (EAP), you may be able to access Talkspace at no additional cost using your five covered sessions per issue per year. Call the EAP to get your authorization code and organization name to access Talkspace.</i></p>

¹Virtual behavioral health visits are covered as a behavioral health office visit under your plan.

²As per state telehealth rules and regulations.

³Optum Behavioral Health manages the Medica Behavioral Health program.

⁴This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

Additional Medica Resources to Call

Have questions? We're here to help.

Want to know more about your benefits? Have another question?



Call 1 (800) 952-3455 (TTY: 711). You can reach us Monday-Friday, 7 a.m. – 8 p.m. CT (closed 8 a.m. – 9 a.m. Thursdays), and Saturday 9 a.m. – 3 p.m. CT.