

Optum



Here4TN

Support For Your Life



Substance Use Disorder (SUD) Treatment: Benefit Enhancement

- **Better outcomes:** SUD preferred facilities show exceptional treatment outcomes over other treatment programs.
- **Personalized treatment:** Clinicians with experience and expertise to personalize treatment for you, meeting the highest standards to ensure the best possible care.
- **Lowest cost:**
 - For PPO members, the **plan pays 100 percent*** of eligible facility treatment expenses to include waiving the deductible and co-insurance.
 - For CDHP members, coinsurance will be waived after the deductible has been met.

*where preferred network services are provided

EAP Eligibility

Here4TN EAP services are available to you and your family at no extra cost as part of your benefits.



- **State and Higher Education:**
 - EAP services are available to all benefits-eligible employees and their eligible family members, even if they are not enrolled in medical insurance.
- **Local Ed and Local Gov:**
 - EAP services are available to employees who are enrolled in medical insurance. Dependents are eligible even if they are not enrolled in medical insurance.

Note: The five EAP visits per year, per issue are per individual. Members are ineligible for EAP visits while they are currently receiving Behavioral Health services.

24/7/365 Toll-Free Line

855-Here4TN

To connect with your
dedicated Optum team

Employees call **master's-level employee assistance specialists** for unlimited consultations, risk screening, advocacy, referrals and educational materials.

Five no-cost, short-term counseling visits per issue, per person, per year.



First Call Provider Search



To support Here4TN members quickly and efficiently finding an available provider, the dedicated Optum team will proactively offer to conduct a provider search on the member's behalf. Based on the member's specific preferences, availability and presenting issue, Optum will work to identify an appropriate provider with appointment availability.

Virtual Resources

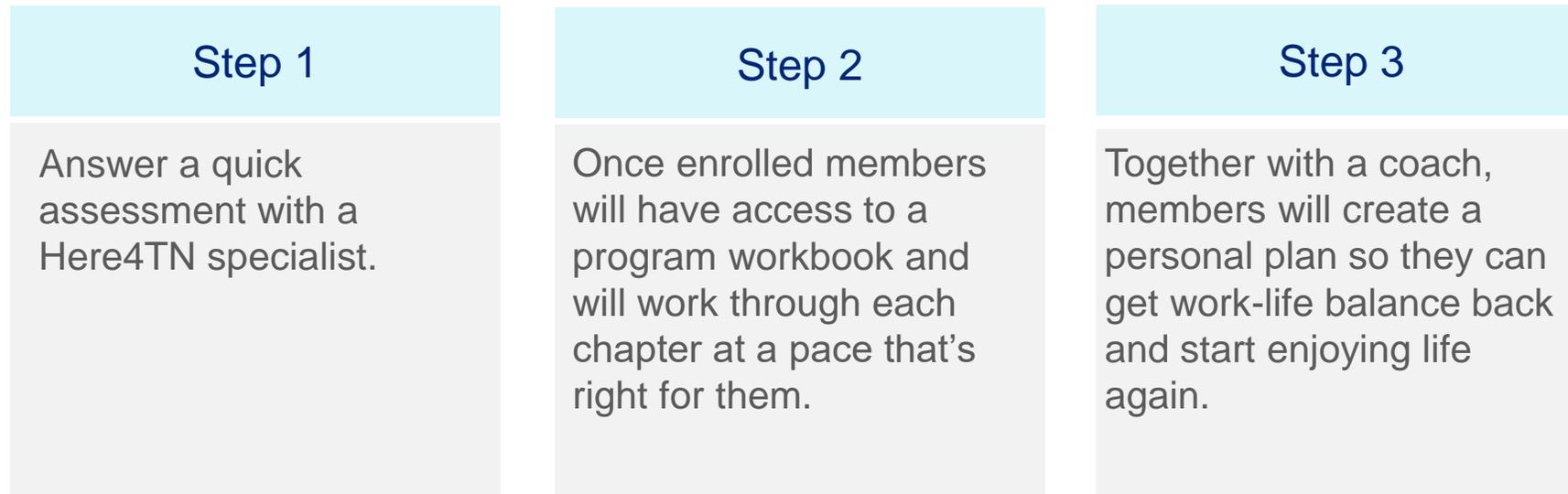
Virtual Visits	Talkspace	Self Care by AbleTo
<p>Schedule a virtual visit with a psychiatrist or therapist using secure video-conferencing technology to connect with behavioral health providers in real time through the internet.</p>	<p>Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging.</p>	<p>Get access to self-care techniques, coping tools, meditations and more. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short optional assessment.</p>

Legal, Financial, and WorkLife Resources

Legal Resources	Financial Resources	WorkLife Solutions
<ul style="list-style-type: none"> • Free, 60-minute consultation per separate legal issue, per year • Ongoing counsel is available at a 25% discount • Create on demand, state-specific legal forms instantly. • Legal library includes hundreds of educational articles all written by legal experts • Free, 60-minute consultation for ID Theft support for information to dispute fraudulent charges, restore identity and steps to avoid future losses 	<ul style="list-style-type: none"> • Financial Stress Assessment • Self-directed, online learning modules on topics like debt, budgeting, spending, and more • Financial Calculators • 25% discount on preparation of personal income tax documents • Two, free, 30-minute calls with a money coach, per issue, per year 	<ul style="list-style-type: none"> • Here4TN offers an additional layer of support to help you manage a wide range of work-life issues • WorkLife specialists can offer no-cost referrals to verified resources and provide educational materials. • Find Resources for: <ul style="list-style-type: none"> ○ Adult/Eldercare ○ Child/Parenting ○ Chronic Conditions ○ Life Learning ○ Convenience Services

Take Charge at Work

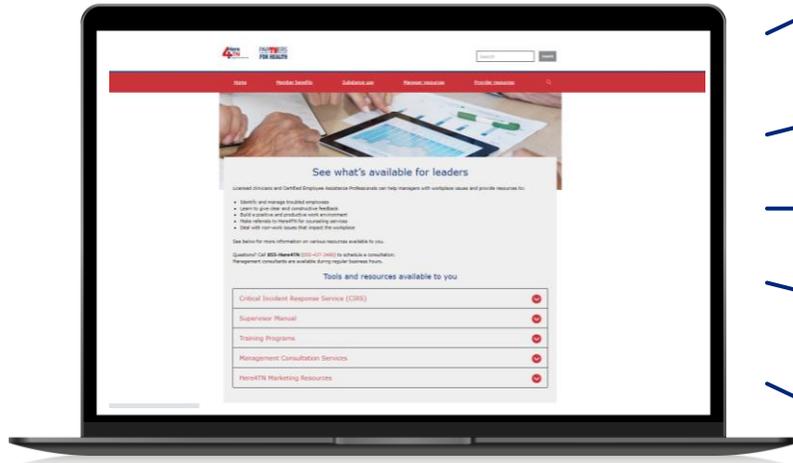
Take Charge at Work is a confidential program designed to help working adults recognize and manage symptoms of stress and depression. Call 855-Here4TN (437-3486) with questions or to enroll.



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 enrolled in the health plan only. Members can participate in Take Charge at Work as many times as needed, however, members are only eligible to earn the incentive once per plan year.

Manager and Leader Resources



Supervisor Manual



Training Catalog



Management Consultations



Critical Incident Response Services



Marketing eToolkit

Questions?

Thanks for your time!

Optum

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