



# Connect with support for balancing work and life

Here4TN offers resources and services to help you and your family feel, live and work better. We're here to support you, from your emotional health to your financial wellbeing and beyond, so you can live life to the fullest. Connect with assistance anytime.

## Emotional Wellbeing Solutions + Behavioral Health Services

<b>Counseling</b>	<b>Here4TN</b> offers telephone, in-person and virtual in-network counseling options, including up to five no-cost short-term counseling visits per issue, per individual, per year. You may also have access to additional support with long-term counseling through your behavioral health benefits, as needed.
<b>First Call provider search</b>	To help you quickly and efficiently find an available provider, the dedicated <b>Here4TN</b> team can conduct a provider search on your behalf. Based on your specific preferences, concerns and availability, specialists will work to identify an appropriate provider with appointment availability.
<b>Talkspace online therapy</b>	Connect virtually with a licensed in-network therapist, with unlimited text messaging and real-time audio/video appointments. <b>Talkspace</b> is subject to the same copays, coinsurance and deductibles as in-person visits. Emotional Wellbeing Solutions offers five Talkspace visits per issue, per year at no cost for Emotional Wellbeing Solutions members. Before scheduling, please call <b>855-Here4TN</b> (855-437-3486) or visit <b>Here4TN.com</b> for the required authorization and for more information on your Emotional Wellbeing Solutions benefit. If you need to continue after the five no-cost Emotional Wellbeing Solutions sessions, you can use your behavioral health benefits at the applicable cost-share.
<b>Self Care by AbleTo</b>	<b>Self Care by AbleTo</b> offers on-demand help for reducing worry and stress and improving mood. Download the app from the App Store or Google Play. Use access code <b>Here4TN</b> .
<b>Virtual visits</b>	Meet with a psychiatrist or therapist online through private and secure videoconferencing. Connect with behavioral health providers who can evaluate and treat general mental health conditions, such as depression and anxiety.  Virtual visits are available for authorized no-cost Emotional Wellbeing Solutions counseling visits and behavioral health services, which are subject to the same copays, coinsurance and deductibles as in-person visits.
<b>Online support and self-help tools</b>	Explore thousands of articles, videos, interactive self-help programs, financial calculators and other tools on <b>Here4TN.com</b> . Search for an in-network provider for counseling, if needed.

## Emotional Wellbeing Solutions

<b>WorkLife Services</b>	Find <b>WorkLife Services</b> support services for parenting, eldercare, life learning, dealing with chronic conditions and convenience services. Request a consultation online or call. <b>WorkLife Services</b> specialists are on hand 24/7 to offer no-cost referrals to verified resources and deliver educational materials.
<b>Take Charge at Work</b>	<b>Take Charge at Work</b> is a confidential program designed to help working adults recognize and manage symptoms of stress and depression at work.  Work together with a coach to develop a long-term plan at a pace that works for you so you can get your work-life balance back and start enjoying your life again.
<b>Financial services</b>	Find financial services support to help you increase your savings, lower debt and improve credit so you can dial down financial stress. Get an online financial stress assessment; self-directed online learning; a 25% discount for preparation of all personal income tax documents; plus two calls with a Money Coach. All services are 100% confidential.

## Emotional Wellbeing Solutions (continued)

<b>Critical Incident Response Services</b>	When something sudden or traumatic happens in the workplace, it's important to take steps to ensure your workplace's safety and employees' mental health. The professional crisis services of the Critical Incident Response Services help employees manage their feelings and can have a very positive impact on morale and productivity.
<b>Training and webinars</b>	<b>Here4TN</b> offers access to training programs designed to enhance workplace and management skills and help address workplace concerns. Webinars and recorded trainings are offered to you for viewing on your own schedule.
<b>Legal and mediation services</b>	Connect with legal assistance and mediation services that give you free or discounted confidential access to local attorneys and professional mediators. Get one 60-minute phone or in-person consultation with an attorney or mediator per issue, per year at no cost. Plus, you can get ongoing representation by an attorney at a 25% discounted rate.

## Behavioral Health Services

<b>Substance use services</b>	With <b>Here4TN</b> , you have confidential substance use support available 24/7. We can help you find community resources, help you get an initial assessment and connect you with additional in-network behavioral health services, as needed. Call <b>855-Here4TN</b> (855-437-3486) to find a provider or for immediate access to an in-network licensed clinician, including preferred facilities where members can get treatment costs waived.
<b>Family Support Program</b>	The Family Support Program provides the ease and accessibility of a single point of contact for caregivers of children with behavioral health concerns, including autism, anxiety, depression and other issues.  The program is designed to help families navigate the often confusing tangle of resources and stakeholders that can include schools, providers, public agencies and more.
<b>Autism/applied behavioral analysis care advocacy</b>	ABA uses behavioral principles to teach children with autism numerous life skills and behaviors they may otherwise not learn on their own.  Your health plan has an expanded ABA benefit.  With autism spectrum diagnosis, it's never too soon to learn about services that can help your child and whole family live happier and healthier lives.

**Confidential.** Your health information will remain confidential in accordance with the law.

**Family support.** **Here4TN** is available for you and all your covered family members too.

**24/7 availability.** Connect with tools, resources, support and much more, around the clock.

Connect with **Here4TN** 24/7:

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

Live chat Monday through Friday, 8:30 am to 3:00 pm CT

Visit **Here4TN.com**.



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**This 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 are subject to change. Coverage exclusions and limitations may apply.

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