



Your partner for Behavioral Health, Work/Life and Employee Assistance



We are Here4TN



1-855-Here4TN

www.Here4TN.com

- Here4TN Employee Assistance Program and Work/Life Program
- Five Visit EAP, per problem, per year
- Legal, Mediation, and Financial Services
- Behavioral Health, Substance Use, and Telemental Health Services.
- Management Consultations
- Online Resources
- Training and CIRS Services

Here4TN services for employee assistance

Unlimited, 24/7 access to master's-level specialists

Personal consultation and referrals

- Immediate access to help or referrals to face-to-face counseling
- Mental health and substance abuse issues and real-life concerns such as:
 - Child and elder care
 - Convenience services
 - Relationships, separation, and divorce
 - Financial and legal issues
 - Work challenges

Training and development

- 250+ workshops and topics:
 - Life skills
 - Healthy lifestyle
 - Human resource/workplace concerns
 - Professional Development

By phone, online, video, or at the worksite

Critical incident response services

- Support and on-site services in events like accidents, crime, employee deaths
- Global response capabilities

Benefit navigation

- Guides individuals to other health and wellness benefits
- Supports your total well-being program

Management consultation

- Resources for Managers and Supervisors with issues such as:
 - Safety
 - Staff development
 - Substance use

Here4TN Services for Work and Life

Expert support and verified referrals

Adult/Elder Services



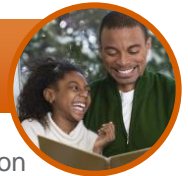
- Financial planning
- Retirement planning
- Legal services
- Housing assistance
- Support services
- Respite care
- Insurance information
- Medicare/Medicaid support
- Transportation
- Long-distance caregiving
- Aids to daily living

WorkLife



Saving time and reducing stress in response to life's challenges.

Child/Parenting Services



- Childcare
- Parenting support
- Child development experts
- Special needs support
- Help for teens
- Pregnancy services
- Childbirth/Nursing professionals
- Camps
- Family activities
- Adoption support
- Grand parenting assistance
- Communication training
- Pet services
- Domestic Relocation

Chronic Condition Support



- Aids to daily living
- Medical suppliers
- Food/nutrition assistance
- Self care tools
- Travel assistance
- Social services
- Home healthcare
- Medical alert systems
- Special housing
- Help with work issues
- Assistive technology

Convenience Services



- Household needs
- Personal issues
- Recreational activities
- Shopping
- Entertainment
- Dining
- Nightlife options
- Education
- Health & wellness

Life Learning



- School issues
- Special education resources
- College selection
- Financial aid assistance
- Alternative education programs
- Community education programs
- Career consulting
- Adult education classes
- Enrichment classes
- Lectures
- Music, dance, art, and craft classes
- Online learning

Legal, Mediation and Financial Services

<h2>Legal</h2> <p>One 30-minute telephonic or in-person consultation per issue per year at no cost to you*</p> <p>Ongoing representation by an attorney at a 25% discounted rate</p>	<h2>Mediation</h2> <p>Access to professional mediators</p> <p>One 30-minute telephonic or in-person consultation per issue per year at no cost to you</p> <p>Ongoing representation by a mediator at a 25% discounted rate</p>	<h2>Financial</h2> <p>Access to credentialed financial professionals</p> <p>One telephonic consultation (30 to 60 minutes in length) per issue per year</p>
<ul style="list-style-type: none"> • Consumer issues • Criminal matters • Deeds • Document preparation • Living wills • Power of attorney • Real estate services • State-specific will 	<ul style="list-style-type: none"> • Child custody • Collections • Consumer disputes • Estate settlement • Family disputes • Landlord/tenant disputes • Real estate • Separation and divorce 	<ul style="list-style-type: none"> • Budget management • College funding • Debt reduction • 401K, IRA, HSA questions • Estate planning • Investment plans • Retirement planning • Taxes

Mental Health and Substance Use Disorder Services

- **Benefits include the following levels of care:**
 - Inpatient treatment
 - Residential treatment
 - Partial hospitalization/day treatment
 - Intensive outpatient treatment
 - Outpatient treatment

- **Services include the following:**
 - Diagnostic evaluations, assessment and treatment planning
 - Treatment and/or procedures
 - Medication management and other associated treatments
 - Individual, family and group therapy
 - Provider-based case management services
 - Crisis intervention

Mental Health and Substance Use Disorder Services Cont.

- **Prior authorization is required for the following services:**
- Inpatient treatment
- Residential treatment
- Partial hospitalization/day treatment
- Intensive outpatient treatment
- Non routine outpatient services, including:
 - Outpatient electroconvulsive therapy
 - Psychological testing
 - Methadone maintenance
 - Extended outpatient treatment visits beyond 45-50 minutes in duration with or without medication management
 - Transcranial Magnetic Stimulation

Virtual Visits

- ❖ Virtual Visits is a covered treatment option that leverages HIPAA-compliant technology to deliver **EAP, evaluation, therapy, medication management, information and education** at a distance in real time.
- ❖ Virtual Visits are applied for in-person visits.
- ❖ Virtual Visits adheres to the same exact standards of care as in-person office visits.
- ❖ Virtual Visit clinicians evaluate as well as treat general mental health conditions, such as depression and anxiety.
- ❖ Prescriptions may be written by Virtual Visit providers, however the provider must have prescribing licensure to write prescriptions in the state where the member wishes to receive services.
- ❖ Technology requirements typically include a high-speed Internet connection and a desktop or laptop computer with video capability and an up-to-date browser.
- ❖ Members will need to call the provider prior to set up their first Virtual Visit session. A listing of Virtual Visit providers can be found on Here4TN.com.

Take Charge at Work: Creating a balance

Coming soon - a confidential program designed to help working adults recognize and manage symptoms of stress and depression at work.

Step 1

Take the online assessment.

Answer a series of simple questions to assess risk for depression. The information shared is completely confidential.

Step 2

Start the program.

Those who qualify will gain access to a program workbook. Members will work through each chapter at a pace that works for them, and connect with a coach during regular phone calls.

Step 3

Feel better.

Together with a coach, members will create a personal plan — so they can get a work-life balance back and start enjoying life again.

Online Resources

Access via Here4TN.com

- Award-winning, accredited Optum website
- Find information you need from 5,000+ articles, discussion boards, videos, podcasts, webinars, and newsletters
- Search databases for resources on:
 - Child care and elder care
 - Schools and colleges
 - Health, alternative medicine, drug interactions
 - And more
- Find a clinician
- Access tele-health services for mental health
- Legal and financial information
 - Budgeting tools, retirement planner, financial calculators, will kits, library of legal documents
- Take our self-assessments
- Create personal plans for reducing stress, quitting smoking, and reaching other goals



Home

Secure | https://www.here4tn.com

Apps Product Availability Li Home - Employer Sol IE8@UHG IP Phones UHG2Go UnitedHealth WebEx Windows 7@UHG Imported From IE

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Relationship center Stress reduction center Legal resource center More services

Self-help tools | Articles
Claims information | Resources

Provider search

Benefits and programs

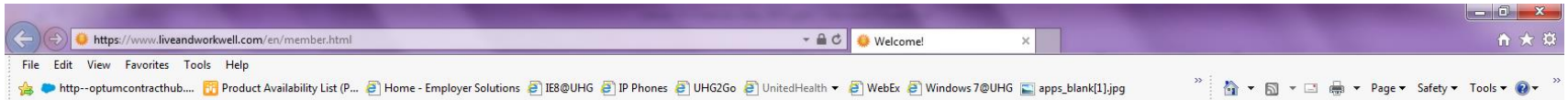
Get approval to see a clinician

Prepare for your appointment

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https://liveandworkwell.com/default.asp?programPIN=here4tn&redirectURL=/member/library/showBucket.asp?tid=3--bid=108--lang=1 asistencia de Idioma / Aviso de No 語言協助 / 不歧視通知

Here4TN.com




 **OPTUM** | Live and Work Well

English | Sign In | Register

Home | Life & Work | Mind & Body | Financial & Legal | Crisis Support | Find a Resource | Benefits

Welcome!



Contact information Welcome! 

855-Here4TN (855-437-3486)



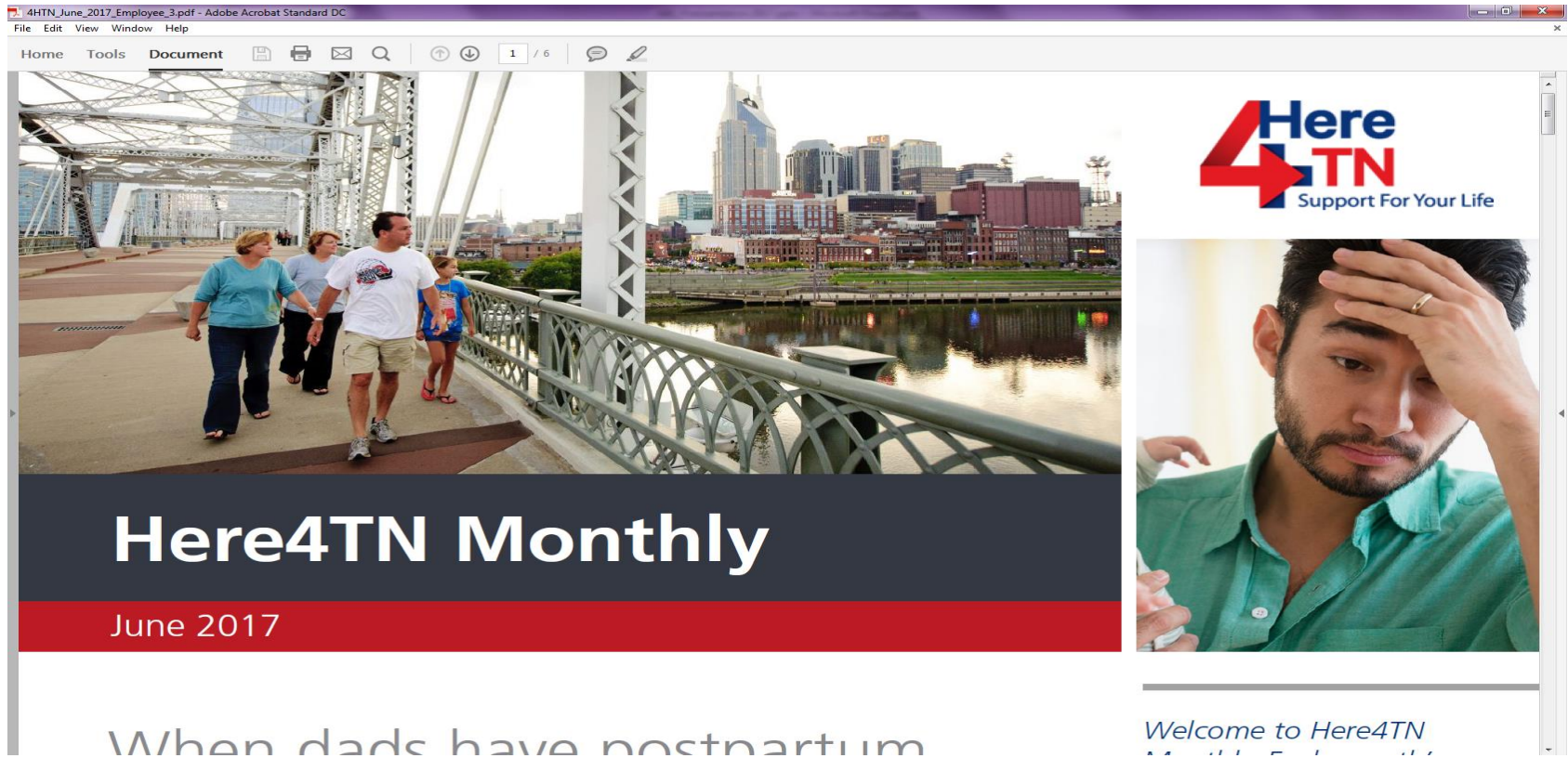
Online Condition Centers

Online condition centers support a number of topics by offering articles, assessments, self-help resources, webinars, and benefit information.

- **Life and Work**
 - Relationships
 - Caregiving
 - Parenting
 - Career and Workplace
- **Mind and Body**
 - Physical Health
 - Mental Health
- **Financial and Legal**
 - Budgeting
 - Credit and Debt
 - Saving and Investing
- **Crisis Support**
 - Abuse
 - Addiction

Monthly Newsletters

- Employee and Supervisor Newsletters sent monthly.
- New topic focus each month.
- Sent via email and available at Here4TN.com





Management Consultations, Trainings and Onsite Events

Here4TN Resources for Managers

We help administrators, managers and supervisors improve organizational performance and culture by:

- Anticipating and responding to change
- Providing expert coaching and consultation
- Building employee resiliency
- Improving leadership skills

How we do it:

- Management consultations
- Training services
- Critical Incident Response Services (CIRS)



Management Consultation

We can help you effectively manage workplace and employee challenges and opportunities:

- 24/7 access by phone
- Unlimited telephonic consultations with licensed management consultants
- Coaching and strategy planning support on a range of workplace topics including:
 - Workplace violence
 - Trauma impacting the workplace
 - Organizational change such as reductions in force
 - Identifying and assisting employees at risk

Top issues for management consultations:

- Inappropriate behavior in the workplace
- Personal issues affecting job performance
- Substance use
- Critical Incident Response Services

Who are management consultants?

- Licensed in a mental health profession with master's degree, Certified Employee Assistance Professional (CEAP ®) certificate (or eligible)
- Have 3–5 years of EAP experience

On-site training fosters a productive and resilient workforce

More than 250 programs

addressing workplace challenges in health, performance and talent development

- Trainings are conducted by a national network of experienced training professionals.
- Workshops and seminars use adult-learning strategies, including individual and group exercises and facilitated discussions.
- Dedicated team of training specialists helps with course selection based on your priorities and needs.
- Some programs available via webcast.
- Information Fairs

We request advance notice of at least 30 days to schedule your trainings.

Most requested subjects include:¹

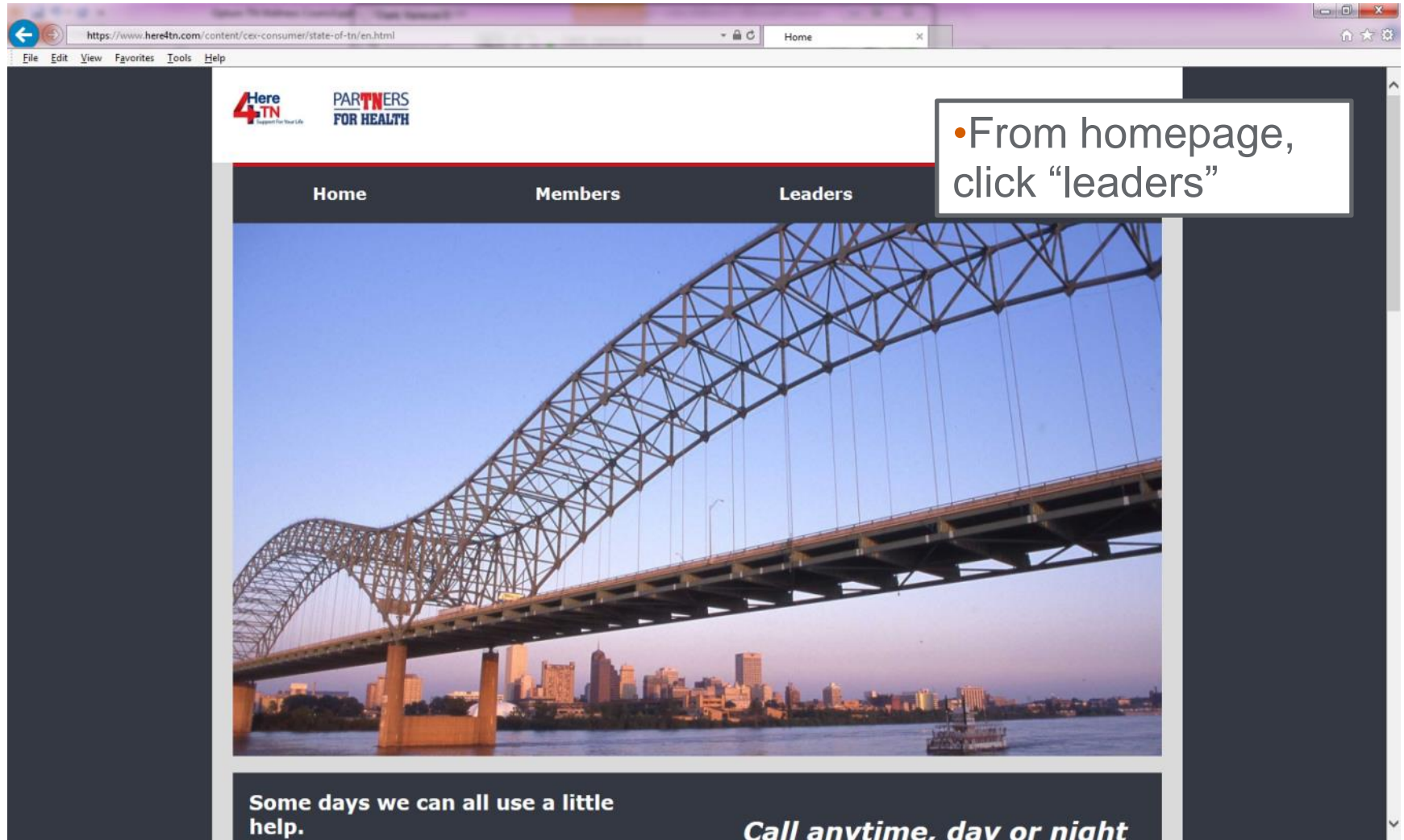
1. Healthy living and eating
2. Stress management
3. Communication skills

Samples of topics and categories we offer:

- Parenting teens
- Unconscious bias
- Wills and estate planning
- How to manage your boss
- “Take your Children to Work Day” programs
- And many more

1. Top subjects requested by Optum customers.

Requesting a Training or Information Fair



The screenshot shows a web browser window with the URL <https://www.here4tn.com/content/ceh-consumer/state-of-tn/en.html>. The page features the "Here 4 TN" logo (Support for Your Life) and the "PARTNERS FOR HEALTH" logo. A navigation menu includes "Home", "Members", and "Leaders". A large image of the Nashville skyline and a bridge is displayed. Below the image, the text reads "Some days we can all use a little help." and "Call anytime, day or night". A callout box with a white background and a dark border points to the "Leaders" link in the navigation menu, containing the text: "• From homepage, click 'leaders'" data-bbox="650 255 918 352"/>

Requesting a Training or Information Fair (Cont.)

The screenshot shows a web browser window with the URL <https://www.here4tn.com/content/cex-consumer/state-of-tn/en/leaders.html>. The page features a header image of a person in a blue suit. Below the image is a dark grey bar with the text "Manager Resources". Underneath, there are two columns of content. The left column is titled "Supervisor Manual" and contains text about managing a work environment. The right column is titled "Training Programs" and lists various training options. A callout box on the right side of the page contains the text: "• Training Catalog and order form are accessed on 'Leaders' page". Below the training programs section, there are links for "Training Catalog" and "Training Request Form". At the bottom of the page, there is a "Newsletters" section with a "2017" button and a "January" button.

Manager Resources

Supervisor Manual

A manager's work can be challenging. Get practical tips and strategies for managing a variety of situations that will help you maintain a positive, productive work environment.

The [Here4TN supervisor manual](#) is filled with practical tips and strategies for managing workplace performance, maintaining a positive environment and handling critical incidents. It also shows you how the resources available from Here4TN can help you achieve these goals.

Training Programs

Here4TN offers interactive and professional programs on a variety of topics related to life balance. Delivered by Optum's Training sessions include:

- Professional development programs
- Consultation services (to learn which appropriate)
- Seminars
- Information fairs
- Webinars

[Training Catalog](#)
[Training Request Form](#)

Newsletters

2017

January

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• Training Catalog and order form are accessed on "Leaders" page

Requesting a Training or Information Fair (Cont.)

The screenshot shows a web browser window displaying a Salesforce training request form. The browser's address bar shows the URL `https://optum-training.secure.force.com/training/`. The form is divided into several sections:

- Request Contact Information:** Includes text input fields for Company Name, Requester Name, Requester Phone, Ext, and Requester Email. There is also a dropdown for Additional Emails for Notifications and three dropdown menus for Are Company Contact & Requester the Same (Yes), Authorization Required for Account (No), and Using bank of hours (Yes).
- Event Type and Session Details:** This section is highlighted with a yellow arrow pointing to the Event Type dropdown menu. The dropdown is open, showing options: --None--, Onsite Training, Web Training, Staffed Information Fair, Unstaffed Information Fair, and Telephonic & Paper Training. Below this are fields for Training Date (1/31/2017), Start Time (08:00 AM), End Time (05:00 PM), Timezone (--None--), Number of Participants Expected, and Comments or Special Instructions. A dropdown for Is your training date flexible? is set to No.
- Additional Sessions:** A dropdown for Will there be additional sessions required for this training topic? is set to No.

At the bottom of the form is a "Review and Submit" button. A security warning banner at the very bottom of the browser window reads "Only secure content is displayed. [What's the risk?](#) Show all content x".

Critical Incident Response Services (CIRS)

We help employees process their emotional and physical reactions to traumatic events. We also help organizations address the disruption and confusion that may follow.

- A specialized critical incident intake team is available by phone 24/7.
- An Optum EAP specialist trained in CIRS protocols manages the immediate response by phone.
- Interventions can include on-site support for employees, generally within 24-72 hours of the event.
- More than 6,500 CIRS responders are available in the United States for on-site response, tailored to the situation.
- Managers receive on-site counseling and continuing education in how to support employees in the following days, weeks and months.
- We can also assist in disaster-preparedness planning.
- Follow up 24 hours after CIRS is performed.

99% satisfaction

with the timeliness of the Critical Incident Response Services and their outcomes.

The top reasons for requesting Critical Incident Response Services

1. Grief counseling
2. Reductions in force
3. Medical emergencies/accidents

Questions?

