

## State of Tennessee Group Insurance Program COVID-19 Resources

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### Agenda

- **Benefits Administration: Paige Turner**
  - Benefit Changes and Updates
- **ActiveHealth: Devyn Hanly**
  - Addressing stress and anxiety, social distancing and ways to cope with isolation
- **Optum: Matt Cramer**
  - Digital Resources for Mental and Emotional Health

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## COVID-19 Benefits Information

- **Go to [tn.gov/PartnersForHealth](https://tn.gov/PartnersForHealth)**
- **Yellow banner at the top links to benefits specific information related to COVID-19, including:**
  - **Medical Telehealth** – The plan is waiving all member cost share for all medical Telehealth visits through carrier-sponsored Telehealth programs (PhysicianNow / MDLive / AmWell) from March 17 – May 31.
  - **Pharmacy relaxed refill restrictions** – temporarily waiving early refill limits on 30 and 90-day prescriptions for maintenance medications (high blood pressure, high cholesterol, coronary artery disease, congestive heart failure, depression, asthma/COPD at any in-network pharmacy.
    - If you have trouble at the pharmacy, ask the pharmacy staff to check for messaging in their system from CVS/Caremark and you may need to advise the pharmacy staff that your plan sponsor is allowing early refill overrides.
    - If they have trouble with the override, they should contact the CVS/Caremark pharmacy help desk (your pharmacy has the phone number).

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## COVID-19 Benefits Information continued

- **COVID-19 Testing** – Health plan is waiving all costs for in-network COVID-19 testing and in-network outpatient visits associated with the tests.
  - **No copay, coinsurance or any money toward your deductible** for in-network COVID-19 tests and in-network visits when the visit leads to COVID-19 testing, as well as any services performed at the visit which the COVID-19 test is performed in the following: Provider's Office, Urgent Care Facility, Convenience clinic, Telehealth or Emergency Room
  - **Applies to health plan members in all plans** – Premier PPO, Standard PPO, Limited PPO, CDHP/HSA and Local CDHP/HSA
  - **Note:** benefit does not include waiving member cost share for subsequent treatment associated with COVID-19
- **Testing** - If you think you have been exposed and develop a fever and symptoms of respiratory illness, such as a cough or difficulty breathing, call your health care provider. They will determine if you need to be tested. If you don't have a doctor, call your local health department.
  - **Testing Sites** - <https://www.tn.gov/health/cedep/ncov/remote-assessment-sites.html>

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**Strategies to cope and healthy habits during Coronavirus**

Healthy You session

An ActiveHealth Management® presentation

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This information is general in nature. It's not meant to replace the advice or care you get from your doctor or other health professional. ActiveHealth isn't responsible for the decisions you make based on this information. Only your medical provider can diagnose, prescribe, or give medical advice. Contact your provider first with any questions or concerns regarding your health care needs. (3/20)

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**Learning objectives**

- Talk about where to find information you can trust.
- Review basic ways to prevent the spread of germs.
- Learn about social distancing.
- Discuss ways to manage stress and anxiety.
- Explore ways to cope with quarantine.

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## True or false?

If you Google “coronavirus” you get more than 7 billion results.



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## Information overload

You may feel stressed and anxious about the coronavirus (COVID-19) pandemic. It's new and it's scary.

There's a lot of information floating around in the news and on social media. It can be hard to tell what's true from what's not.

So where can you find information you can trust? We encourage you to visit the Centers for Disease Control and Prevention (CDC) website. They have a lot of information there, including frequently asked questions. You can also look to your local or state updates.

[Coronavirus.gov](https://www.coronavirus.gov), [CDC.gov](https://www.cdc.gov) or [tn.gov/governor/covid-19](https://www.tn.gov/governor/covid-19)

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## Timeless tips for staying healthy

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## Back to basics

### Clean your hands often.

- Wash your hands with soap and warm water for 20 seconds.
- Use hand sanitizer if you don't have soap and water.
  - Look for at least 60% alcohol.
  - Cover your hands and rub them together until they feel dry.

### Try not to touch your face.

- Avoid touching your eyes, nose and mouth with unwashed hands.

### Cover your nose and mouth.

- Use a tissue if you need to sneeze or cough. And throw it away immediately.
  - You can use the inside of your elbow if you don't have a tissue.
- Wash your hands as soon as you can or use hand sanitizer.



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**Clean and disinfect** surfaces that you touch often. Like faucets, countertops and tables.

Don't forget:

- Keyboards
- Remotes
- Cell phones
- Light switches
- Doorknobs




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**Do your best to stay healthy**

- Aim for eight hours of sleep.
- Drink plenty of fluids
- Eat a well-balanced diet.
- Stay physically active.
  - There are fun, easy ways to be active at home.



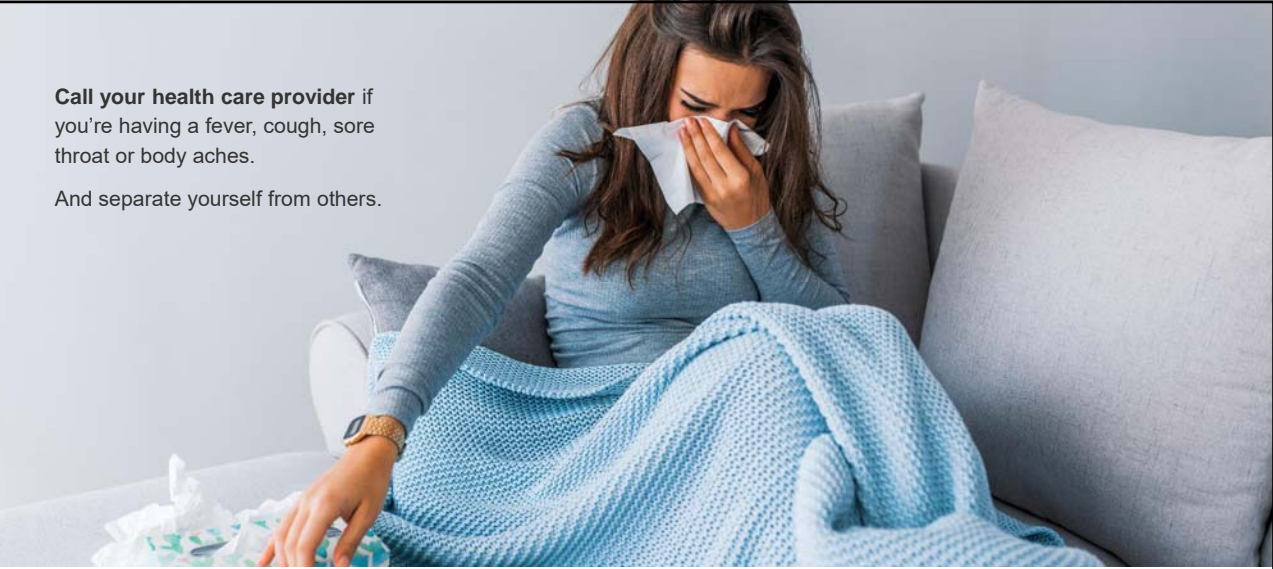
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**Call your health care provider** if you're having a fever, cough, sore throat or body aches.

And separate yourself from others.




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**“The best way to prevent illness is to avoid being exposed to this virus.”**

- CDC

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## What is social distancing?

COVID-19 mostly spreads from person to person through people who are in close contact with each other. In this case, that's within about six feet.

The CDC is encouraging "social distancing." Especially if COVID-19 is present in your community. It not only protects you but people around you.

You can help protect others around you that may be at higher risk.

**Don't forget: People can be contagious even if they don't have symptoms.**



Check with the CDC or your local health department to find out what's recommended in your area.

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Should I be wearing a mask?

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## It's polite to keep your distance

You can still get outside. Just be thoughtful about it.

- Spend time in your yard.
- Take a walk or go to a park.

Just try to stay six feet away from others that you meet. And don't let your kids play on playground equipment that may not have been disinfected recently.

We're social creatures by nature and we need to feel connected. Find creative ways to reach out.

- It's a good time to call family and friends.
- Have a video chat to get some face-to-face contact.



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Manage your stress and anxiety



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## It's natural to worry

COVID-19 is new, and scientists learn more about it every day. New things that we don't fully understand can be scary.

You might be worried about this virus even if you're not usually a worrier.

- Accept how you're feeling. It's a natural response to an emergency.
- Take care of your emotional health. It will help you:
  - Think more clearly
  - React to changing needs



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## Everyone reacts differently

Children and teens may show signs of stress differently than adults do. Watch out for:

- Crying and irritability
- Too much worry or sadness
- Unhealthy eating or sleeping habits

Their daily routines may be very different right now. Especially if their schools are closed. And they may not understand why social distancing is important. You can help by:

- Being aware of the media coverage they're seeing
- Answering their questions in a way they'll understand
- Letting them know that it's ok to be worried or upset
- Creating a new routine that includes learning, activities and fun

### Other people who may respond strongly:

- People at higher risk, like:
  - Older people
  - People with certain chronic conditions
- People in health care
- People with existing behavioral health conditions

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## Take care of yourself

Stay informed but avoid information overload. Take breaks from the news and social media.

Find time to unwind. Do activities you enjoy. Take some deep breaths.

Reach out for support if you need it. Talk to friends or family.

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## Coping with quarantine

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## Stay active

There are a lot of things you can do to stay active at home.

- Doing housework not only cleans and disinfects, it keeps your body in motion.
- It's spring – now's your chance to get out in the yard and plan your garden.
- Download an exercise app or do online exercise videos.
- Turn up the music and dance.

## Battle boredom

- Use technology to stay in touch with family and friends.
- Set up a daily routine that includes time for both work and fun.
- Make family dinners an event. Ask your children to help plan the menu and cook.
- Be creative!

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## Practice deep breathing

### Technique

- Lie down or sit comfortably.
- Close your eyes and place one hand on your belly and the other on your chest.
- Begin to breathe slowly and deeply through your nose. Expand your belly, chest and lungs. Let the belly push your hand back as you breathe.
- Slowly breathe out through your mouth.



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## Summary

Look for information from sources you can trust:

- o CDC
- o Your local health department

Take basic steps to help prevent spreading germs.  
Practice social distancing.

Manage your stress and anxiety.  
Reach out for help if you need it.

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[CDC.gov](https://www.cdc.gov) or [Coronavirus.gov](https://www.coronavirus.gov)  
[TN.gov/governor/covid-19](https://www.tn.gov/governor/covid-19)

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**Employee Assistance Program**  
**855-Here4TN (855-437-3486)**  
**here4tn.com**

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## Visit MyActiveHealth today

Connect your devices or apps.  
Access trackers. Watch videos  
and webinars. See your action  
items. And more.



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## Prefer to use a mobile phone at home?

- Go to the Apple App Store or Google Play.
- Search for ActiveHealth.
- Download and install the app to your mobile device
- Sign in using your existing account from myactivehealth.com. If you don't have one, register for a new account.

Use your account wherever, however you want. Your account information is the same whether you use the mobile app or computer.

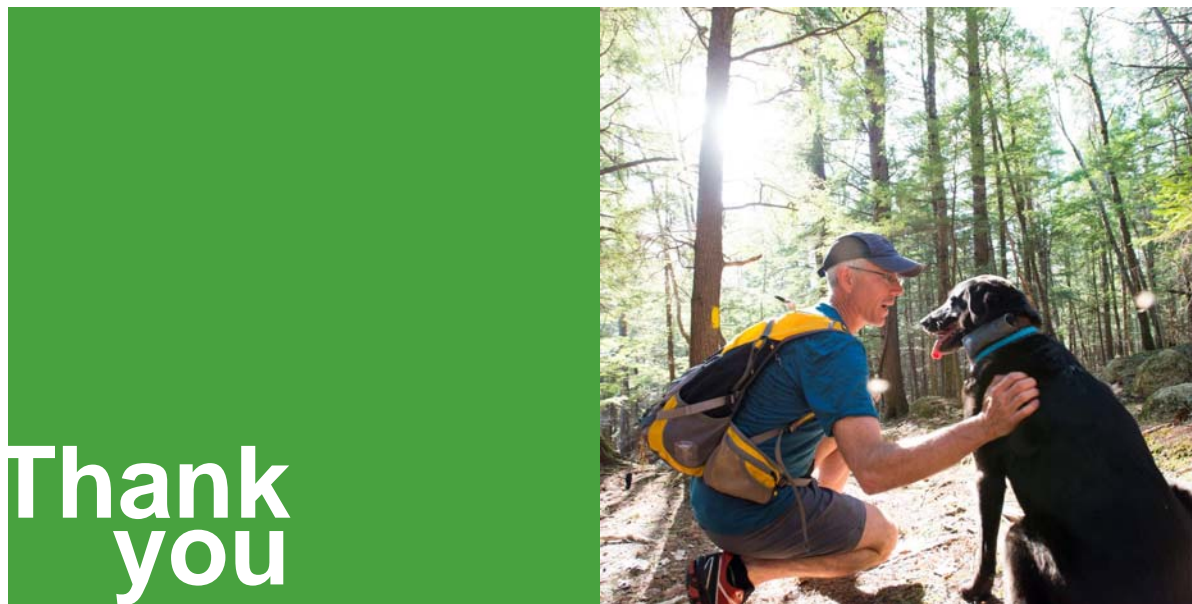


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### Digital Resources for Social Distancing 3/26/2020

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### Resources

- ❖ Dedicated EAP Team
  - ❖ 855-Here4TN
- ❖ Here4TN.com
  - ❖ COVID-19 Resources
- ❖ Leadership Resources
  - ❖ Critical Incident Response Services (CIRS)
  - ❖ Management Consultations
- ❖ Virtual Visits
  - ❖ Behavioral Health
  - ❖ EAP
- ❖ Talkspace
  - ❖ Behavioral Health
- ❖ Sanvello
- ❖ Take Charge at Work



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Support For Your Life

## Dedicated EAP Team

**CALL 855-Here4TN**  
To connect with your dedicated Optum team

- ❖ Unlimited consultations
- ❖ Risk screening Advocacy
- ❖ Referrals
- ❖ Educational materials.
- ❖ Five visit EAP, per problem, per person, per year.



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**Here4TN**  
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## Here4TN.com – COVID-19 Resources

**Here4TN** PARTNERS FOR HEALTH

Home      Members      Leaders      Providers

### Coronavirus (COVID-19)

Learn ways to be mindful and keep your stress in check so you can plan, not panic.

[CLICK HERE](#)

If prompted for your company access code, use **Here4TN**.



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## Leadership Resources

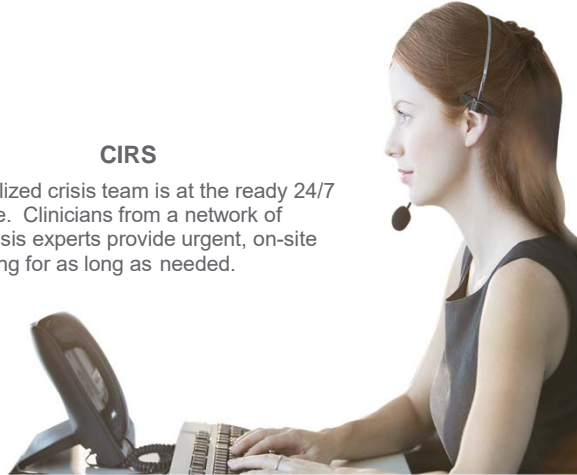


### Management Consultations

As much as they need to, managers can consult with EAP specialists and licensed management consultants on any workplace issue, including management referrals.

### CIRS

A specialized crisis team is at the ready 24/7 by phone. Clinicians from a network of 6,500 crisis experts provide urgent, on-site counseling for as long as needed.



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## Virtual Visits



Virtual visits are 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.

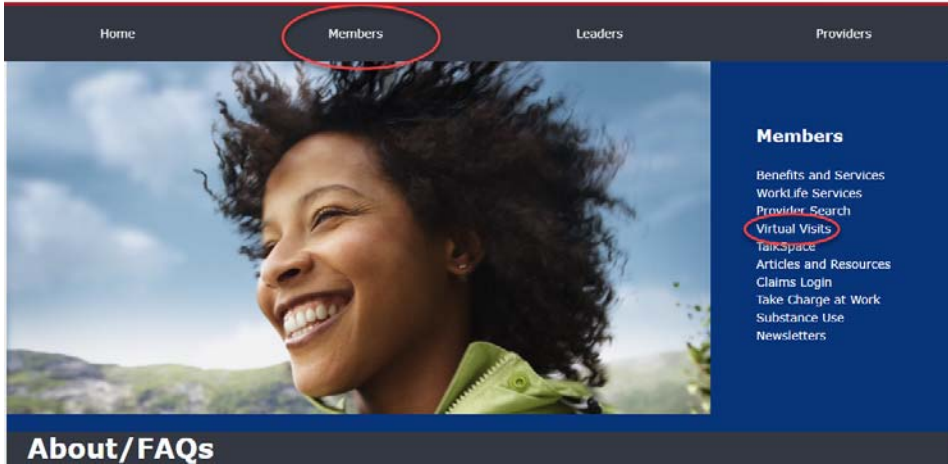


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## Virtual Visit Member Experience



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## Talkspace



Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master's-level or higher behavioral health clinicians available nationwide.



\*Talkspace is only available through Behavioral Health benefits and not through EAP



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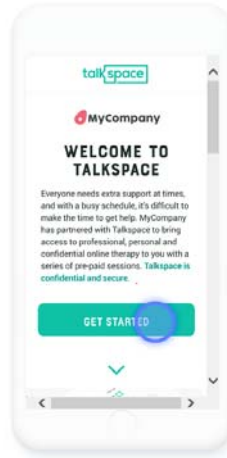
## Talkspace Home Page



Computer view

Accessible through Here4TN.com or [www.talkspace.com/connect](http://www.talkspace.com/connect)

\*Supported browsers for Talkspace include: Chrome, Microsoft Edge, Firefox or Safari.



Mobile view

Accessible through the app store or play store

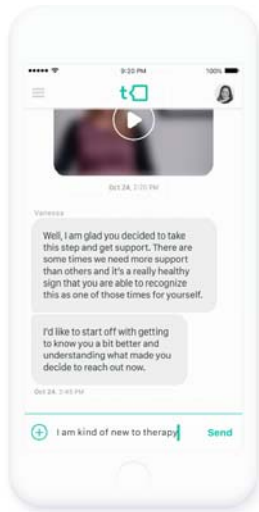


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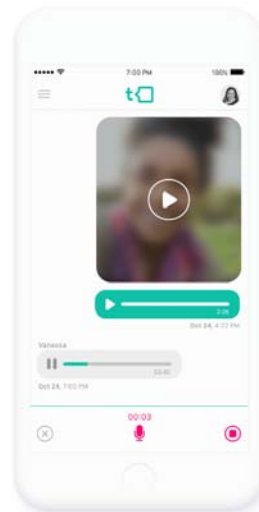
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## Talkspace- App Experience



### Text, Video, & Audio

Talkspace offers a wide range of digital messaging including text, video, and audio messages to efficiently facilitate a meaningful therapeutic experience. Therapists can also deliver informational clinical content.



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# Sanvello



On-demand help for stress, anxiety and depression – anytime.



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# Sanvello- App Experience



Daily mood tracking and personalized progress



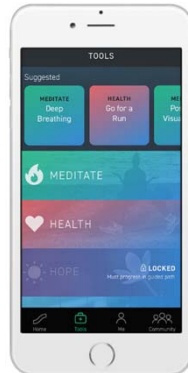
Members answer questions to capture their mood, take weekly assessments and can track where they are over time

Guided Journeys



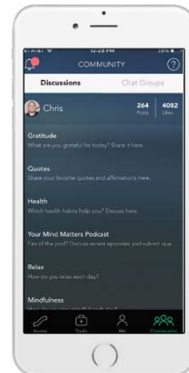
Clinical techniques help members feel more in control and build long-term life skills

Coping tools



Members can find tools to help them relax, be in the moment or manage stressful situations

Community support



Members can connect with each other anonymously and share advice



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## 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. Visit Here4TN.com for more information.

Step 1	Step 2	Step 3
Answer a quick assessment with a Here4TN specialist.	Once enrolled members will have access to a program workbook and will work through each chapter at a pace that's right for them.	Together with a coach, members will create a personal plan so they can get work-life balance back and start enjoying life again.

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 only.



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# Live Demo



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## Questions?



Please email [benefits.info@tn.gov](mailto:benefits.info@tn.gov) if you have a question or want a copy of this presentation.



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## COVID-19 Benefits Frequently Asked Questions (FAQs) for State Health Plan Members

**1. What should I do if I think I might have the COVID-19 virus?** Should I go to the emergency room? Not everyone needs to be tested for COVID-19. Talk to your doctor, or other healthcare provider, about your need for a test.

Additional resources:

- The Tennessee Department of Health - [www.tn.gov/health/cedep/ncov.html](http://www.tn.gov/health/cedep/ncov.html)
  - CDC - [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html).
  - Generally speaking, people should seek care if they experience a high fever, significant cough, shortness of breath or fatigue.
- 2. What if I get a test and it's negative, and then I need to go and get another test? Is the second test covered?** Yes, member cost share for all in-network COVID-19 testing and in-network outpatient visits associated with these tests is waived even if you need to get an additional test.
- 3. What if I go to the emergency room for a test and then I am hospitalized? What will I have to pay for?** The State Group Insurance Program is waiving cost sharing for in-network COVID-19 testing and in-network outpatient visits associated with these tests. The benefit does not include waiving member cost-sharing for subsequent treatment associated with COVID-19, which would fall under the current benefit cost-sharing based on the health plan you are enrolled in. So, members will only have to pay their share for the hospitalization and other inpatient services. Generally, these services require you to pay a deductible and coinsurance amount based on the health plan you are enrolled in.



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## COVID-19 Benefits Frequently Asked Questions (FAQs) for State Health Plan Members

4. **What exactly is covered?** Members won't have to pay a copay, coinsurance or any money toward their deductible for in-network COVID-19 tests and in-network visits in a provider's office, urgent care, convenience clinic, emergency room and by Telehealth. For Telehealth, from March 17 through May 31, members won't pay for any Telehealth visits through carrier-sponsored Telehealth programs, (Cigna: MDLIVE/AmWell and BlueCross BlueShield: Physician Now) even if the visit is for something other than COVID-19.
5. **Does this apply for all health plan members, in all networks, BlueCross BlueShield Network S, Cigna Local Plus and Cigna OAP?** Yes, it applies to all members and retirees in all plans and in all networks. Including the CHDP plans.
6. **I'm in the CDHP, will I have to pay for a test? Do I have to pay my deductible first?** If the eligible COVID-19 testing is in-network, then no, you would not have to pay anything toward your deductible for testing and in-network outpatient visits associated with the test.
7. **What if I pre-paid at the doctor's office or hospital, will I get that money back?** If it is an eligible in-network COVID-19 charge, you can get your money back. Once you have your EOB, you can contact the provider or hospital and request a refund, or you can call Blue Cross BlueShield or Cigna at the number on the back of your card and ask for help.
8. **What will my Explanation of Benefits (EOB) show?** We are working closely with our carriers so that your EOB shows that you do not owe member cost share for in-network COVID-19 tests and in-network outpatient visits that lead to a test. However, if your EOB shows you owe a cost share, please contact either BlueCross BlueShield or Cigna, by calling the number on the back of your ID card.

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## COVID-19 Benefits Frequently Asked Questions (FAQs) for State Health Plan Members

9. **What if I use Telehealth?** Telehealth visits through carrier-sponsored Telehealth programs, (Cigna: MDLIVE/AmWell and BlueCross BlueShield: Physician Now) are available for members and require NO payment for the visit at the time of service if the visit occurs between March 17 – May 31. If you have questions, call BlueCross BlueShield or Cigna at the number on the back of your ID card.
10. **What if I get a bill saying I owe money for a COVID-19 test? What do I do?** If you get a bill for a test or a visit, wait until you have your EOB. If the EOB shows you owe money then call BlueCross BlueShield or Cigna. If the EOB shows you do not owe money for the test, then contact your provider to request a bill correction.
11. **When will these COVID-19 benefits take effect?** This benefit takes effect immediately and could also include prior claims, which meet these requirements.
12. **How long with these COVID-19 benefits last?** The cost waiver for carrier-sponsored Telehealth program benefits goes through May 31, 2020. There is no specific end date at this time for the other COVID-19 benefits. Benefit updates will be provided as decisions are made.
13. **How do tell the difference between seasonal allergies and COVID-19 symptoms?** The best thing to do is talk with your doctor. They will determine if you should be tested. If you do not have a doctor, you can contact your local health department.

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## COVID-19 Benefits Frequently Asked Questions (FAQs) for State Health Plan Members

- 14. Who is eligible for the employee assistance program (EAP)?** For 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. 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. For Local Education, Local Government, COBRA and Retirees, EAP services are available to those 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.
- 15. How do I upgrade the Sanvello app to premium?** Because of COVID-19, the premium version of Sanvello is available to all members by using CV-19. When the COVID-19 pandemic is over, the premium version of Sanvello will be available to all members who have behavioral health (enrolled in the medical plan). You can upgrade by using the eight-digit number on your behavioral health card or your Caremark card. The number on your medical card will not work. You use the eight-digit number and select either Optum Behavioral Health or State of Tennessee.
- 16. Do I have to pay to use TalkSpace?** Yes. Just like other virtual visits, Talkspace sessions are subject to the same cost share or coinsurance rates (after deductible) as an outpatient visit. For more information, you can refer to Talkspace FAQs in the appendix at the end of the presentation.

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## Appendix



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## Virtual Visits FAQs



- **What is a virtual visit?**  
A virtual visit is a real time, online visit with a provider. Virtual visits are an additional way to see a provider, when in person visits may not be accessible or convenient.
- **What equipment will I need?**  
For a virtual visit, you'll need a desktop or laptop computer, tablet, or smartphone with a camera, and an internet connection.
- **Does my provider have to be licensed in the state where I'm located?**  
Yes. Your provider must be licensed in the state where you're physically located in at the time of the visit. The provider doesn't necessarily have to be located in your state.
- **Can a psychiatrist prescribe medication if they're located in a different state than me?**  
Psychiatrists can prescribe in the states where they're licensed and as regulations allow.
- **How are virtual visits different than in-person visits?**  
There really is no difference as far as the quality of your visit goes. The same professional standards are followed, and studies show that the two are equivalent in terms of effectiveness and outcomes. The only difference is that the virtual visit takes place at home, work or any private location with internet connection.
- **How much does a virtual visit cost?**  
Virtual visits are subject to the same fees you would pay for an in-person office visit (after deductible). EAP visits (virtual and in-person) are at no cost to the member.



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## Virtual Visits FAQs, Continued



- **How do I pay for my virtual visit?**  
If your provider is using the Optum platform, your copay will be collected two hours before your visit. Additional fees will be collected directly through your provider's billing service after your virtual visit. If your provider is using their own technology, the provider will collect your copay before your visit, and will bill you for additional fees through their own billing service. Providers who participate in Doctor on Demand and American Well will collect all fees before your visit.
- **Do EAP providers offer services via virtual visits?**  
Yes.
- **How do minors participate in virtual visits?**  
The minor member must log in with their HealthSafe ID. The provider will typically require that a parent or guardian be present for the first visit. Continued parent/guardian participation is up to the provider.
- **How is my privacy verified? How does the provider know the correct member is in the session?**  
The member must present their insurance ID card for verification.
- **Are virtual visit sessions recorded?**  
No. Providers do not record virtual visits sessions.
- **How can I view my virtual visits claim information?**  
Claims information can be found on the Claims page on Liveandworkwell.com, the same place you find claims for in-person visits.
- **Can I use my smartphone or tablet for virtual visits?**  
Yes. We recommend you check with individual providers what technology you can use before your appointment.



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## Talkspace FAQs



- **What is Talkspace?**

Developed by team of health care industry professionals, Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master's-level or higher behavioral health clinicians available nationwide.

- As a contracted virtual visit provider group, Talkspace is a convenient, safe and secure way to access behavioral health therapy via smart phone or desktop, giving individuals greater flexibility to engage with their care and improve their overall health.

- **How is Talkspace different from Optum's virtual visits program?**

Just like virtual visits, Talkspace provides the opportunity to connect with a therapist, no in-person office visit required. Additionally, Talkspace offers messaging including text, audio or video message, within the secure app.

- **For which conditions is Talkspace recommended?**

Talkspace is recommended for members dealing with many common behavioral health issues such as anxiety, depression, post-traumatic stress disorder (PTSD) or compulsive disorders. It is also recommended for members who may not seek treatment through traditional in-person methods for various reasons — such as access barriers or fear of stigmatization. Talkspace is not recommended for members in acute crisis or with severe mental illness (SMI).



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## Talkspace FAQs, Continued



- **Are there costs associated with Talkspace for members?**

Just like other virtual visits, Talkspace sessions are subject to the same cost share or coinsurance rate (after deductible) as an outpatient office visit. Generally, one week (seven days) of unlimited messaging or one live video session is equivalent to one outpatient visit, with providers attesting to session completion.

- It's the clinical determination of the therapist at the time of service to determine if an initial assessment is needed.
  - Standard clinical practice is to bill the first visit as the initial evaluation
  - Subsequent visit will be billed as therapy
- Cost share will be the same as an in person visit:
  - If you have a PPO you may be responsible for a co-pay
  - If you have a CDHP you may be responsible for your deductible/coinsurance
- Payment will be collected via credit card at the beginning of each session and a confirmation email will be sent. No bill will be received, as members give consent for Talkspace to charge their credit card prior to beginning visits.
- Members can use their FSA or HSA card to cover the cost of the initial evaluation and therapy.



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## Talkspace FAQs, Continued



- **What technology requirements are necessary for accessing Talkspace?**

A desktop computer and a smartphone or tablet with internet access are required to access Talkspace. Talkspace is compatible with iOS and Android operating systems. Members have the option of downloading the app, or utilizing their web browser during therapy. In order to access the video or audio capabilities, devices must have a camera and microphone.

- **Is Talkspace secure?**

Talkspace technology is protected using banking-grade encryption and externally audited in compliance with the Health Insurance Portability and Accountability Act (HIPAA). For more information on the complete Privacy Policy, visit [talkspace.com/public/privacy-policy](https://talkspace.com/public/privacy-policy).

- **What are the age requirements for using Talkspace?**

Talkspace is available to eligible individuals ages 13 or older. Individuals under the age of 18 are matched with providers that have specialties in adolescent behaviors. Parental consent is obtained based on state requirements for minors.

- **What are the Talkspace guidelines on when and how to refer a member to in-person care?**

If a Talkspace provider feels that the member would benefit from in-person care, but is not in acute crisis, they will walk the member through how to find a provider through their insurance plan. If the provider makes the clinical decision that the member is a danger to themselves or others, they follow the same state and federal guidelines as in-person therapy.



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## Sanvello FAQs



- **What is Sanvello?**

Created by psychologists, Sanvello is a top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT) — a type of psychotherapy that has been shown to be especially effective for individuals experiencing high levels of stress, or symptoms of anxiety and depression.

Sanvello empowers individuals to engage with activities to improve their mental health from the convenience of their mobile device anytime, anywhere — helping relieve symptoms and build life skills that can reduce potential high-cost interventions in the future.

- **For which conditions is Sanvello recommended?**

Sanvello is recommended for members experiencing high levels of stress, and/or those with anxiety and depression — especially those who may not seek treatment through traditional methods due to various reasons. Members may benefit from using Sanvello whether or not they have a diagnosis of a behavioral health condition. Sanvello can also be used in conjunction with conventional therapy.

- **Is support available for specialized conditions, such as substance use and eating disorders?**

Not at this time. Guided Journeys and activities are geared toward individuals with generalized anxiety disorders and/or depression. However, individuals with these specialized conditions could still benefit from the app's capabilities and can call **855-Here4TN** for additional support.



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## Sanvello FAQs, Continued



- **Are there costs associated with Sanvello?**

There is no cost to members with behavioral health coverage for downloading, registering and utilizing the app. Members with EAP benefits only have access to the free, standard version of the app, with no upgrade covered. Register using your behavioral health ID to access the premium version. If you have lost your ID card, call 855-Here4TN to request your behavioral health ID and a new card.

- **What technology requirements are necessary for accessing Sanvello?**

Members need a mobile device (smartphone or tablet) with access to the internet. Sanvello is compatible with iOS and Android operating systems. Members may have a better experience if they download the Sanvello app. However, there is a web version of the application available with limited functionality that can be accessed on any desktop or mobile browser.

- **Is Sanvello secure?**

Yes, Sanvello uses secure access login with two-factor identification, enterprise-grade password requirements and login detection from other devices.

- **What are the age requirements for using Sanvello?**

Sanvello is available to individuals ages 13 and older.



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## Take Charge at Work FAQs



- **What is the Take Charge at Work program?**

Take Charge at Work is a telephonic coaching program designed, by Optum, to help people with depression improve performance at work. Interested individuals take an online assessment consisting of 12 questions to determine if they show signs of depression and if their work life is negatively impacted. The assessment calculates a score and the individual receives a message with suggested next steps.

Qualified and enrolled participants will work with an Optum coach for up to eight telephonic coaching sessions. Optum utilizes the Creating a Balance workbook to facilitate the coaching sessions. The workbook is broken into eight chapters and is available printed or electronically in a pdf.

- **Who is eligible for the program?**

All State and Higher Education benefit-eligible employees, all Local Education and Local Government and Retiree State health insurance plan members, and dependents eligible for EAP, who are working either full or part time. Participants must be over the age of 18.

- **How does the assessment work?**

Our assessment is an industry-standard survey designed to measure the symptoms of depression and whether a person's depression is affecting their performance in the workplace. The Take Charge at Work program initially uses the assessment to determine if an individual would benefit from the program. Then throughout our coaching program, the assessment is used to measure an individual's progress.



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## Take Charge at Work FAQs, Continued

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- **Are my results confidential?**

Yes. The results of all assessments and program participation are confidential and are not shared with your employer. If you decide to participate in Take Charge at Work, you may choose to have Optum notify any treating physicians you are currently seeing, in compliance with relevant privacy laws.

- **What if I don't qualify for the program?**

If your assessment scores indicate that Take Charge at Work is not appropriate for you, there are still other services available through Optum. These will be presented on the results screen.

- **Will my regular doctor know that I am participating in the program?**

If you decide to participate in Take Charge at Work, you may choose to have Optum notify any treating physicians you are currently seeing. You are also welcome to discuss your participation in the program with any of your current treating physicians directly.

- **What are the qualifications of Optum's coaches?**

Our coaches are licensed masters-level mental health professionals or licensed PhDs. They have direct clinical mental health experience in employee assistance programs, health care companies, and public as well as private clinics. Our coaches are experienced with chemical dependency and workplace issues and possess knowledge of behavioral risk factors and performance issue resolution.



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## Take Charge at Work FAQs, Continued

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- **How can this program help me?**

Take Charge at Work has been developed to help people experiencing workplace issues as a result of depression. The program can help you improve your attention span, increase memory, guide you regarding workplace conflict and help you develop skills to make your work day more pleasurable. Through our Creating a Balance workbook, you will work on ideas and exercises to help you overcome your challenges.

- **What should I expect?**

You will first complete the online assessment and receive a score. This will take a couple of minutes to complete. Depending on your assessment score, you may be eligible to participate in a screening call. You will be prompted to call 855-Here4TN to complete this call, which can take up to 20 minutes.

Once you have been screened, you are eligible to enroll in the Take Charge at Work program. Participants will meet telephonically with a coach bi-weekly for eight sessions. These sessions are expected to be 30–45 minutes. It's up to you to pace the program to meet your own personal schedule. Your coach will help you determine the best pace for you.

- **Will my employer know that I'm participating?**

The privacy of participation in the Take Charge at Work program is protected by reasonable safeguards (administrative, physical and technical) and in compliance with relevant privacy laws.

Your employer will not be informed that you took our assessment or are participating in the program.



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## Take Charge at Work FAQs, Continued

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- **I'm already in counseling. Should I do this too?**

Yes. The Take Charge at Work program is designed to help you deal with workplace issues associated with depression. If you are already participating in other counseling, you might benefit from participating in Take Charge at Work as well.

- **How much does Take Charge at work cost?**

The Take Charge at Work program is available to you through your employer benefits. There is no additional cost to you to take the assessment or participate in the program.

