

Behavioral Health Resources

The University of Denver wants to support you in the best way possible. One of the ways we can do this is through any of our behavioral health resources through our carrier partners. Two of these options are administered through our medical carriers, Cigna and Kaiser. The other two are administered through New York Life and SupportLinc and are available to those who are not currently enrolled in a DU medical plan.



Cigna's employee assistance program is designed to promote the employee's general health and well-being.

If you are a benefits eligible employee and enrolled in the Cigna Medical plan, you have access to:

- **Three face-to face visits** with a licensed mental health provider in Cigna's EAP network.
- **Live chat** with an EAP advocate.
- Unlimited telephone support and access to work-life resources.
- **Access to legal services**, including a 30-minute no-cost consultation with a program attorney for legal issues regarding civil, personal/family and Internal Revenue Service (IRS) with 25% off select fees if the program attorney is retained.
- **Access to financial services**, such as 25% off tax preparation and 30-minute complimentary phone consultation with a financial specialist on debt counseling, budgeting, student loans, and more.
- **Access to identity theft support**, including a 60-minute consultation with a fraud resolution specialist who can help with what actions to take to recover from identity theft and how to protect against future risks.

Cigna understands that physical and emotional well-being are connected. That's why the benefits and programs Cigna offers will help support your whole health.

- **24/7 telephone service** to connect your employees with live, responsive professionals who can answer questions.
- **Personalized** health information at **myCigna.com** and on the **myCigna® App**.
- **Annual wellness check-up** covered 100% in-network.
- **MotivateMe® incentive program** with turnkey, easy-to-use reward programs that promote health actions.
- **TalkSpace**

Integration with SupportLinc

If you have used all of your visits through the SupportLinc EAP Program, make sure you notify the representative that you have Cigna as your medical provider. SupportLinc has a database of providers who accept Cigna insurance, so they can match you with a provider that is in the Cigna network.

Phone: 877-622-4327

Website: myCigna.com

EAP authorization code from Cigna representative required for proper utilization of visits.



Start a conversation about mental health – anytime, anywhere.

Mental health conditions are common – and people do get better. Kaiser Permanente makes it easy for you to get help wherever you want to begin. From personalized care to self-care tools, we'll connect you to the support you need. Learn more at kp.org/mentalhealth.

If you are a benefits eligible employee and enrolled in the Kaiser Permanente medical plan, you have access to:

- **Meet with a mental health professional:** Work with a clinician to create a care plan tailored to your individual needs. No referral is required for routine mental health services at Kaiser Permanente or with a contracted provider. But when you contact Kaiser Permanente, they will guide you to the care that fits your needs:
 - Call **303-471-7700** or **1-866-359-8299** (TTY **711**). In Southern Colorado, call **1-866-702-9026** (TTY **1-866-835-2755**).
 - Visit kp.org/appointments.
 - Chat online to schedule: Visit kp.org/getcare and select "Chat with KP."
- **Talk to your primary care doctor:** Your doctor can assess your needs and connect you with the right care, which may include an immediate consultation with a behavioral health consultant during your office visit. Call **303-338-4545** or **1-800-218-1059** (TTY **711**) or visit kp.org/appointments to schedule an in-person, phone, or video visit.
- **Urgent mental health care:** Call **303-338-3900** (TTY **711**) Monday through Friday, 8 a.m. to 6:30 p.m., to speak to Kaiser Permanente's crisis team. Outside these hours, please call **303-338-4545** (TTY **711**) to speak with a member of your Kaiser Permanente care team. You can also call or text the national Suicide and Crisis Lifeline at **988** (TTY **711**).
- **Wellness resources:** Get help navigating life's challenges, and make small changes to improve your sleep, mood, relationships, and more. Visit kp.org/selfcareapps.

Self-Care Apps for Your Everyday Life

Everyone needs support for total health – mind, body, and spirit. These wellness apps can help you navigate life's challenges and make small changes to improve your sleep, mood, relationships, and more. It's self-care made easy, designed to help you live well and thrive. Kaiser enrolled members have access to:

- **CalmApp** – The number one app for sleep and meditation. Calm is designed to help lower stress, anxiety, and more.
- **Headspace Care** – Text one-on-one with an emotional support coach anytime, anywhere. Support is just a text message away.
- **myStrength** – Build a personalized support plan to strengthen your emotional health whenever, wherever you need to.

Integration with SupportLinc

If you have used all of your visits through the SupportLinc EAP Program, make sure you notify the representative that you have KP as your medical provider. SupportLinc has a database of providers who accept KP insurance, so they can match you with a provider that is in the network.

Note: If an employee or their EAP therapist feels the employee is going to need ongoing treatment, higher levels of care, or medication, call the KP Behavioral Health team at 303-471-7700 before the EAP sessions are exhausted so that you can be connected to the right pathway of care.



New York Life offers counseling, legal and financial counseling, work-life assistance and crisis intervention services to covered employees and their household family members. All calls are answered by a Guidance Consultant, a master's or PhD-level counselor, who will collect some general information about you and will talk with you about your needs. The Life Assistance Program will provide a maximum of three sessions, per issue, per year.

Reasons you or your family might use the services:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or dependents.

Guidance Resources

Online (www.guidancersources.com) information, resources, tools and other features on topics such as health and wellness, law and regulations, family and relationships, work and education, money and investments, consumer and leisure and home and auto. Includes articles, podcasts, videos, slideshows, on-demand trainings and "Ask the Expert" which are personal responses to questions.

Critical Incident Services

ComPsych responds to critical incidents anywhere in the world, providing expert guidance and in-person counseling to help employees effectively deal with crises and return to normalcy more quickly.

ComPsych's critical incident services are designed to help organizations effectively handle a traumatic incident anywhere around the globe, 24 hours a day. By providing knowledgeable and reliable crisis intervention and critical incident counseling, ComPsych helps employees and organizations recover from crises more quickly, reducing business disruption.

Wellbeing Coaching

This coaching program can help individuals find the balance needed to overcome challenges and physical issues which often combine to overwhelm them. The program will help them achieve the goals you set out to accomplish.

This program employs a certified coach which will work one on one with the individual to reduce personal roadblocks and risks. The coach will help individuals address health and well-being issues holistically, before they evolve into long-term, costly problems. The services include 5 sessions per year, are available telephonically and cover a variety of issues.

Family Source

This program provides family care services from specialists that provide qualified referrals and resources for just about anything on a to-do list. It entails customized research, tailored educational materials, and prescreened referrals for childcare, adoption, elder care, education, pet care and personal convenience services.

Phone: 800-344-752

Website: www.guidancersources.com

Group Code: NYLGBS



Balancing work and home life can sometimes be a challenge. We are pleased to announce that SupportLinc is available with emotional wellbeing and work-life balance resources to help keep you at your best. Administered by CuraLinc Healthcare, your program offers guidance to address and resolve everyday issues at no cost to you or your family.

- **In-the-moment support.** Reach a licensed clinician by phone 24/7/365 when you call for assistance to help resolve work-related pressures, depression, stress, anxiety, grief, relationship problems, substance use or other emotional health concerns.
- **Short-term counseling.** Access no-cost in-person or virtual (video) counseling sessions with a counselor available at the time and place most convenient for you.
- **Coaching.** Get assistance from a Coach to boost your emotional fitness, learn healthy habits, establish new routines, build your resilience and more.
- **Work-life benefits.** Receive expert consultations for financial and legal issues. Work-life specialist also provide referrals that help address everyday needs such as child or elder care, pet care, home improvement, auto repair, travel, education, and housing needs.
- **Web portal and mobile app.** Get help navigating life's challenges from the convenience of your computer, phone, or tablet. Simply create a personal profile to access all the valuable information and resources your program offers.
- **Text therapy.** Exchange text messages, voice notes, and resources with a licensed counselor through the Textcoach® mobile and desktop app, Monday-Friday.
- **Self-Guided digital therapy.** Strengthen your mental health and overall wellbeing at your own pace with Animo's self-guided digital resources and daily inspiration to foster meaningful and lasting behavior change.
- **Digital group support.** Join confidential moderated group sessions hosted by licensed counselors through the Virtual Support Connect platform on topics such as stress, grief, mindfulness, preventing burnout and more.
- **Mental Health Navigator.** Take the guesswork out of your emotional fitness! Complete a short assessment and receive personalized guidance for accessing program support and resources.

Phone: 1-888-881-5462

Website: supportlinc.com

Group Code: universityofdenver

Email: support@curalinc.com

Integration with Medical Carriers – Cigna Healthcare and Kaiser Permanente

Once all Mental Health EAP benefits have been exhausted, if you wish to continue ongoing support you must coordinate with your designated medical carrier to use in-network medical benefits.

For any other EAP services once benefits are exhausted, you will be required to pay for benefits out-of-pocket.

Have questions related to these wellness resources?
Reach out to the DU Benefits & Wellbeing Team

Phone: 303-871-2360

Email: benefits@du.edu

