

Health Plan Benefits

How to Use Your Health Plan's Mental Health Benefits

There's no question that good mental health contributes to good physical health. Like physical health, it's important to get mental health help when you need it. Depending on your health plan, here's how your mental health benefits work.

Kaiser Members

You can self-refer to outpatient, inpatient, and substance abuse services. This means you do not need a referral from your Primary Care Doctor.

- Click [Here](#) to find Kaiser's Mental Health locations in Southern California (or visit: kp.org).
- Your costs are described below.
 - Outpatient services are the same as your medical outpatient office visit copay
 - Inpatient services are the same as your medical inpatient hospital copay
 - Substance abuse services are the same as above, for both inpatient and outpatient
- For emergency psychiatric services (available 24 hours a day, 7 days a week) call Kaiser Member Services at **800-464-4000**.

UnitedHealthcare HMO Plan Members

You must get pre-authorization for all outpatient and inpatient mental health and substance abuse services, from Optum Behavioral Health (Optum).

- For pre-authorization and emergencies, call Optum Customer Service, 24 hours a day/7 days a week, at **800-999-9585**.
- Your costs are described below.
 - Outpatient services are the same as your medical outpatient office visit copay
 - Inpatient services are the same as your medical inpatient hospital copay
 - Substance abuse services are covered at 100%, for both inpatient and outpatient

UnitedHealthcare PPO Plan Members

You do not need pre-authorization for outpatient, inpatient, and substance abuse services.

- There are benefit differences when you use in-network providers vs. out-of-network providers.
- To find an in-network provider, call [the number on the back of your ID card](#) or visit liveandworkwell.com.
- For cost information, refer to your benefit summary or contact Customer Service.

Advocacy Plan Benefits

Start New Behaviors, Use Your FREE Short-Term Counseling Benefits

Spring is a time of fresh starts. It's a great time to change unhealthy behaviors. All Kaiser and UnitedHealthcare members can start by talking to a licensed counselor through the Optum Employee Assistance Program (EAP). *(Important Note: The Optum EAP is for short-term issues. If you have a serious mental health concern, follow the instructions described above in "How to Use Your Mental Health Benefits.")*

Here's what you need to know about the Optum EAP:

- The first 5 counseling sessions are FREE.
- You must use an in-network Optum EAP provider.
- Call **888-625-4809**, 24 hours a day-7 days a week to confirm your provider participates with Optum.
- If you do NOT see a participating Optum provider, your care will NOT be covered. You will have to pay for all services on your own.
- All services are CONFIDENTIAL.

An Optum in-network counselor can help you address situations like these:

Relationships

- Marriage, Separation, or Divorce
- Parenting
- Work Conflicts

Stress, Anxiety, or Depression

- Trouble Concentrating
- Can't Sleep
- Feel Alone

Substance Abuse

- Cigarettes
- Alcohol
- Drugs

Spring into healthy behaviors today. Call your Optum EAP today: **888-625-4809**.



Your FREE Counseling Benefits

Spring is a time of fresh starts. Change unhealthy behaviors. Get counseling.



Get Relationship Help

- ➔ Marriage, Separation, or Divorce
- ➔ Parenting
- ➔ Work Conflicts



Get Stress, Anxiety, or Depression Help

- ➔ Trouble Concentrating
- ➔ Can't Sleep
- ➔ Feel Alone



Get Substance Abuse Help

- ➔ Cigarettes
- ➔ Alcohol
- ➔ Drugs

Spring into Healthy Behaviors Today.

Get help through the Employee Assistance Program.

- Call 888-625-4809
- 24 hours a day-7 days a week
- All services are CONFIDENTIAL
- 5 Free sessions with a licensed counselor

This monthly health tip is brought to you by the California Schools VEBA. VEBA purchases your Kaiser, UnitedHealthcare, and other Health, Wellness, and Advocacy benefits.

