EAP Information

Liveandworkwell.com

888-625-4809

Access Code: VEBA

This line is open 24 hours a day 7 days a week

Part of the EAP benefit is individual counseling services for the member. These sessions are confidential and for each issue a member has, they can have 5 free face-to-face sessions with a counselor per occurrence.

Members contact Optum at the EAP phone number and receive authorization for their 5 visits. Optum will help the member find the appropriate provider. Only in-network providers can provide EAP visits

For Kaiser members, once the 5 visits are used they will then continue on with the Kaiser mental health benefit and provider.

EAP Kaiser Provider Line

Kaiser members do not need a referral for behavior health. If an EAP provider calls the Kaiser EAP help line, a representative will help facilitate the continuation of a member’s behavior health care services to a Kaiser Behavioral Health Care Provider.

The EAP clinician calls to ensure a smooth transition from the Optum service to Kaiser's mental health services.  The goal is to avoid a gap in care, which can cause loss of treatment progress and momentum. KP Southern California Mental Health Line is 800-900-3277.

For Kaiser there is no need to present a medical ID card for EAP services. All claims are billed using the members Social Security number. Once the member moves to their plan mental health benefit, they will then present their ID card to be billed to the insurance.

5/1/20 Members can also get their authorization code via email for their EAP visits. They can follow the instructions below.

**1.**Go to Liveandworkwell.com

**2.**Click on Browse as guest with company access code

**3.**Enter code VEBA

**4.**Click Benefits & Claims -  Employee Assistance Program (EAP)

**5.**Scroll down page to EAP visit authorization and click on Request now

**6.**Read rules and confirm appropriateness of EAP. Click on Continue

**7.**Fill out the requested information and click Submit. Authorization will be emailed to the member at the email specified in the form.

**8.**Member will take that information to their first visit to the provider.

If a member has an immediate need, they can do a 30-minute telephone visit as one of their 5 free visits. We can do a warm transfer if the member would like us to do that.

If members have an immediate need they can also get an appt. at Psych Centers. I have included the information below on how to do that.

PSYCH CENTERS AT SAN DIEGO

Need an appointment through EAP immediately?

Psych Centers at San Diego (PCSD) telehealth services are

here to help. You can take advantage of group therapy and

personalized therapy sessions through your Optum EAP benefit.

Expedited appointments are available. You will first have to

get an authorization code from EAP. Then, call PCSD

to schedule an appointment within one week. Here's how:

1. Contact Optum at 888-625-4809 or VEBA Advocacy at

888-276-0250 or email advocacy@mcgregorinc.com to

obtain an authorization code

2. Call PCSD at 619-528-4600 ext. 7878 with your authorization

code to schedule your appointment.

Talk Space

5/13/21

Another Resource for members is the Talk Space app.

Members have to be eligible for the EAP benefit to use this service.

Now you can get the extra support you need in a way that works for you. With Talkspace, you can reach out to a licensed, in-network Employee Assistance Program Provider, 24/7.

Here’s how Talkspace can fit your life:

Access Talkspace anytime, anywhere.

Find an EAP provider with an online matching tool.

Start therapy within hours of choosing your EAP provider.

Message your EAP provider whenever — no appointments necessary.

Get messages back throughout the day, five days a week.

Choose real-time face-to-face video visits by appointment, when needed.

To get started, call your Employee Assistance Program at 1-888-625-4809 to obtain an authorization code prior to registering (first visit only), choose a provider, and message anywhere, anytime. talkspace.com/connect after you register, download the Talkspace app on your mobile phone. Talkspace is supported by Chrome, FireFox, Safari or Edge browsers on your desktop computer. Talkspace is *your*space. To use in *your*time. It’s private, secure, confidential and convenient. And it’s covered under your Employee Assistance Program benefits as a participating provider.

Kaiser Behavioral Health Phone numbers

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| To schedule a mental health appointment, call:  ·         Times vary by location  ·         Kaiser members do not need a referral to access mental health services. | To schedule an appointment, call:  ·         Orange County: 714-644-6480 |
| Behavioral Health Line & Mental Health Crisis Line for Kaiser Southern California:  ·         Available 24/7  ·         The Mental Health Crisis Line for Kaiser Southern California is 1-800-900-3277.  With this number, members can get help 24 hours a day, 7 days a week.  This number will help with access to mental health, crisis intervention, guidance, and more. | 1-800-900-3277 |
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| Phone Line For Members’ Mental Health, Substance Use Appointment Concerns (Escalations)  ·         Available Monday through Friday from 8 a.m. to 5 p.m.  ·         After-hours calls will be routed to a closed recording that advises members to contact 911 if they are having a medical or psychiatric emergency.  ·         Resolution specialists will help members resolve concerns about mental health care appointments, including:  ·         Making first-time appointments  ·         Time between appointments  ·         Distance to receiving care  ·         This phone line has a specific purpose and it is not meant to be:  ·         A replacement for the formal grievance process  ·         A crisis line for mental health care  ·         A replacement for the existing appointment and advice line or local clinic assistance  ·         A place to receive overall information about mental health and wellness services | 1-800-390-3503 |