



Medica's Behavioral Health Resources Roadmap

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Medica Behavioral Health Director



Overall Goal



- Know your behavioral health support and care options
- Highlight a roadmap/guide to behavioral health resources.
- Demonstrate how various behavioral health options can support and empower you to cope with stress, find care and normalize behavioral health care as a part of your approach to whole person health care.

Potential Physical Impacts from Stress

Sweating

Palpitations

Trembling or Shaking

Shortness of breath

Feelings of choking

Chest pain or discomfort

Nausea

Abdominal Distress

Feeling dizzy or light headed

Chills or heat sensation

numbness or tingling

Derealization or Depersonalization

Tinnitus

Neck soreness, back pain, headache

What Chronic Stress Can Look Like Over Time

- Depressed Mood/easily tearful
 - Easily Agitated
 - Diminished interest or pleasure
 - Weight loss or gain
 - Sleep changes – more or less
 - Psychomotor agitation or retardation
 - Fatigue or energy loss
 - Feelings of worthlessness
 - Excessive often misplaced guilt
 - Diminished ability to think or decide
 - **Depression**
- Excessive anxiety and or worry
 - The worry is hard to control
 - Restlessness or feeling on edge
 - Easily fatigued
 - Blank mind or difficulty concentrating
 - Racing mind/intrusive thoughts
 - Irritability
 - Increased muscle tension
 - Sleep Disturbance
 - **Anxiety**

Breathing



Talking (vs. Thinking)

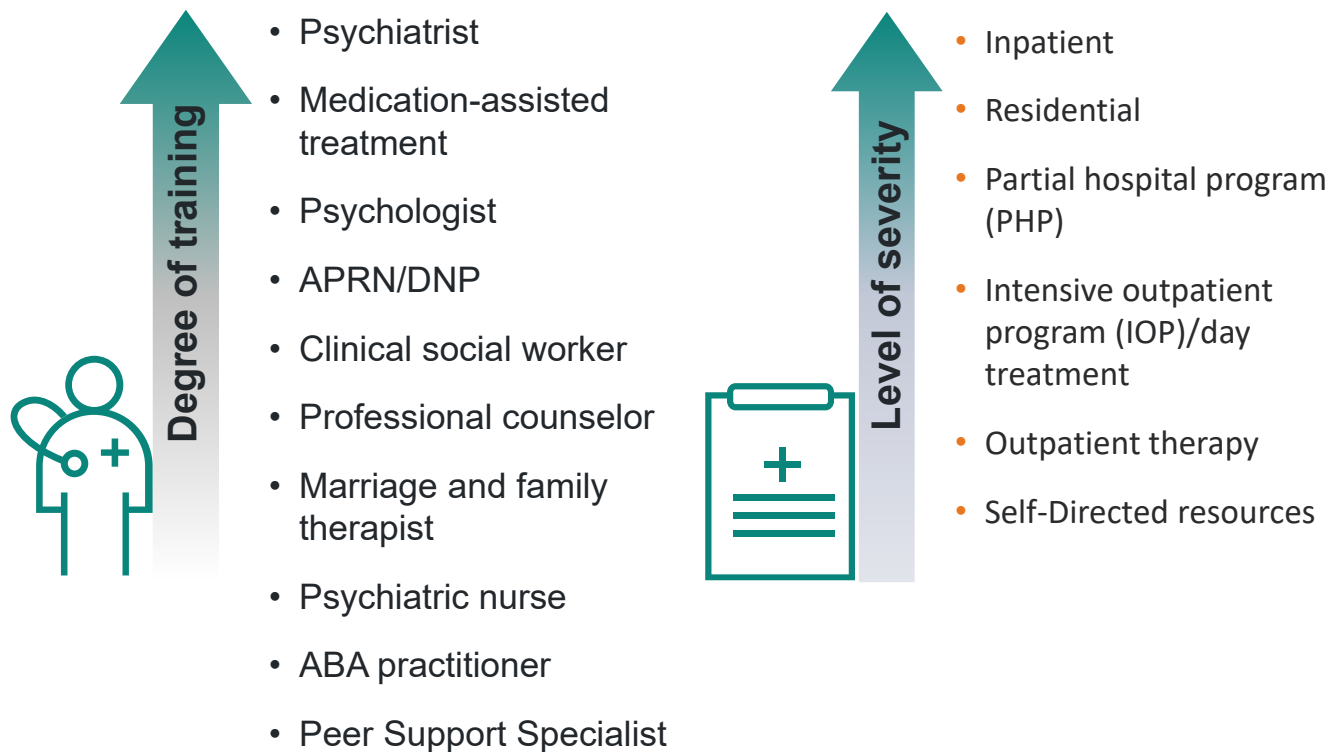


Many Ways for Member Engagement



Outreach & Care Management

Types of Providers and Treatment



Sanvello™

Overall Goal

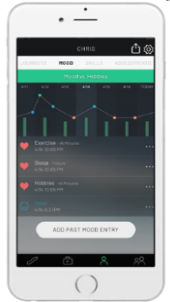
Sanvello™ gives you access to clinically proven techniques based on cognitive behavioral therapy for dealing with stress, anxiety, depression, or whatever else you may be going through.

Eligibility

Medica members 13 years and older.

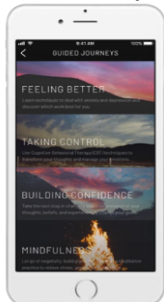
Program Features

Daily mood tracking



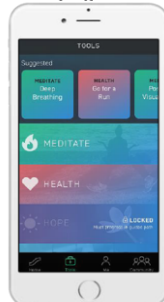
Members answer **questions to capture their mood, take weekly assessments** and can track where they are over time

Guided Journeys



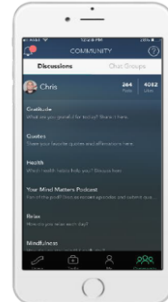
Clinical techniques help members feel more in control and build long-term life skills

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

Getting started with Sanvello™

You have access to the premium version of the Sanvello app at no additional cost as part of your plan's behavioral health benefits. Simply follow these easy steps to get started:

- Download the Sanvello mobile app from the App Store or Google Play.
- Open Sanvello™ and tap “Get Started.”
- Complete the steps to create a Sanvello account.
- After creating an account, select “Upgrade Via Insurance.”
- Search for and select “Medica.”
- Enter the information from your Medica ID card.
- Use the help prompts for additional assistance if needed.

Premium Version – What’s Included?

Self-Care

- Access 45+ meditations + 1 daily feature meditation
- Track unlimited and add custom health habits
- Use all 9 journaling tools
- Choose from 20 backgrounds
- Track your mood daily and go back in time if you missed a day
- Answer questions based on clinically validated assessments every two weeks to see how your progress changes over time.
- Come here when you want to celebrate a win or cheer yourself up if you’re having a tough time.

Peer Support

- Anonymously find inspiration, share thoughts and ideas, and most of all, support each other.

Coaching

- Premium coaching is available for \$42/month or \$298/year. Coaches are trained in behavior change, mindfulness, and motivations; they provide live support via private 1:1 messaging and provide courses on cognitive behavioral therapy techniques.

Live and Work Well

Overall Goal

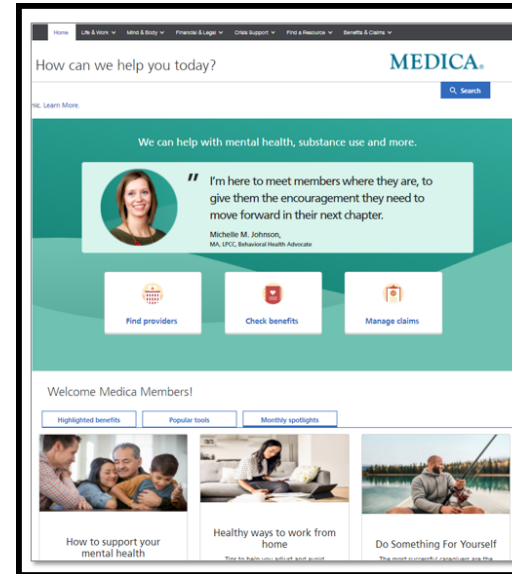
24/7 access to professional care, self-help programs and a variety of helpful information

Eligibility

All Medica members.

Program Features

- Explore a **wealth of self-help services, interactive tools and action-oriented advice**, to help you take steps toward feeling healthier, happier, and in control of your well-being.
- **View the latest news, events and library of expert articles** and advice, to learn about conditions and issues that may be affecting your life.
- **Participate** in a variety of interactive, customizable self-improvement programs.
- Access the substance use disorder (SUD) helpline and online chat, a free, confidential resource available to you or a loved one. Provides **direct access to a substance use recovery advocate 24 hours a day, 7 days a week**.



Visit
LiveAndWorkWell.com
and enter access code
MEDICA

Live and Work Well – Provider Search

Refine Results [Clear All Filters \(0\)](#)

ALL RESULTS ARE IN-NETWORK:

Sort By: Within:

- Accepting New Patients
- virtual visit (Online Therapy)
- Board Certified
- Platinum Rating
- Preferred SUD Program
- Express Access Provider
- Employee Assistant Program(EAP)
- Federally Qualified Health Center

Provider Type

License Type

Refine Results with Filters

- Gender
- Visit Type
- Availability & Location
- Age Expertise
- Scheduling
- Area Of Expertise
- Treatment Options
- Facility Specialties
- Hospital Accreditation
- Facility Type
- Languages
- Ethnicity
- Options

Support and Treatment Options for Individuals

Person A: Questions & Curious

This person is noticing that everyone is talking about mental health right now, from features on the nightly news to friends and family who are talking about themselves and their kids using words like anxiety, depression and addiction. In this conversations there are themes that sound familiar, like a bit more worry over things that haven't really changed – like work and money. As they are thinking about it, they also realize they haven't been active, much more couch time than was true this time last year, and that occasional glass of wine has become a nightly glass of wine or two. They want to know if this is a mental health thing.



Live & Work Well

- Comprehensive information about behavioral health topics like anxiety, depression, substance use disorders, and more.
- Self-assessments to videos, members can find a variety of helpful educational materials.
- Deal with life changes
- Balance work and life
- Manager and connect with behavioral health and substance use disorder resources
- Members can look up network therapists in their area for in-person, virtual visits and express access providers

Person B: Experiencing unease, worry, tension, stress

This person is feeling the impact of pandemic life. They have not had Covid, but many friends and family have. Everyone has ultimately recovered, but a dear friend was hospitalized and it felt touch and go for several weeks. It was very scary and stressful. They are still struggling with work from home adjustment even though it's been a year and notice while everything is fine in terms of life relationships, job performance, sleep and health, they feel worried/nervous a lot about all of the above and wish for a life that returns to normal so that they can return to feeling normal.



Sanvello™

A top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT). Individuals can relieve symptoms a build life skills that can reduce potential high-cost interventions through:

- Daily mood tracking
- Coping tools
- Guided Journeys
- Personalized progress
- Community support

Live & Work Well for in person or virtual outpatient therapies

AmWell for virtual therapy

Support and Treatment Options for Individuals

Person C: Increase in emotional distress and changes in substance use

This person is a lot more angry than they used to be. They also think, and are annoyed by, how often their wife is crying. They think back to how easy things were in 2018 and they didn't even know it. They weren't fighting all the time, they weren't drinking all the time, and they were not worried about every single little thing from cash to kids to work to safety – even politics just cause rage and fights right now. It's too much.



Call Medica Behavioral Health (MBH) and speak with a clinician (800-848-8327)

- Consider specialized treatment options like Intensive Outpatient or Dialectical Behavioral Therapy (DBT)
- Consider specialized treatment options like Substance Use Disorder Intensive Outpatient

Person D: Emotional stress and changes in ability to control substance use

This person has noticed that they are tense to the point of frequent shoulder and neck pain. Work is stressful, and with the cost of groceries and gas going up, finances are tighter and are all they can think about. Their mind is always on what will happen if their job changes, or for that matter if anything changes. Everything feels fragile and anything unexpected could make life worse. To cope, they are now drinking a 6 pack a beer a night, and sometimes more. They have tried to cut back to save money, and it's just not worth it. They need to check out to fall asleep and do it all again the next day.



Call Medica Behavioral Health (MBH) (800-848-8327)

- Referral to community provider including psychiatry and services for Autism Spectrum Disorder
- Referral to express access or pre-paid visit provider
- Anonymous 24 Hour Substance Use Disorder Hotline



Live and Work Well for "Express Access" provider search

Person E: Not Feeling Safe with himself

It all started with a break up, and now, this person cannot stop worrying. Their mind is racing with all the really impossible things that are happening, and that could happen. They don't see they have any choices, and feel like they are going to lose everything. They are starting to think about death all the time, and see it as a relief.



Call Medica Behavioral Health (MBH) for support and facilitation for a mental health or substance use risk assessment (800-848-8327)

- May need supportive partial hospitalization program
- May need monitoring for safety or medical reasons in a mental health inpatient unit or substance use disorder withdrawal management unit.

Person F: Discharged from inpatient, feeling overwhelmed

This person has been in the hospital for thinking about death all the time and starting to fantasize about how to end their life. Now they feel a bit better and are glad they are alive, but life is still too hard and overwhelming. There are so many appointments, and they don't want to tell anyone about what happened or that they need help.



Medica Behavioral Health (MBH) Case Management Options:

- Follow Up After Inpatient Hospitalization
- Medical Behavioral Integration
- Integrated Solutions for those with ongoing behavioral health concern that need assistance with facilitating care and stabilizing in the community

Behavioral Health Resources

Overall Goal

Your mental health is just as important as your physical health. Medica provides coverage for behavioral health services, including mental health and substance abuse care.

Eligibility

All Medica members.

Program Features

Call Medica Behavioral Health at 800-848-8327.

- You'll be asked to answer questions about your needs and preferences. You will then be referred to a behavioral health care professional who is matched to your unique needs
- Services: In-person, online and telephone
- Visit [Medica.com/findcare](https://www.medicamem.com/findcare), click on your plan care type, go to Behavioral Health and click start here.



Program Features

Amwell – immediate scheduling

- Connect with a provider from your computer or mobile device for most behavioral health concerns. Amwell's team of experienced therapists and psychiatrists provide care and counseling for a variety of conditions.

Sanvello

- Self-Directed wellness app that helps you build resilience and reduce the impact of symptoms that can build to depression and anxiety. Includes guided meditation, journaling and self-assessments to help you track how things are changing day to day and week by week.

Live and Work Well

- Recovery and resiliency section with hundreds of resources, psych hub, assessments, articles – plus you can get recommendations, find a virtual or in person provider or submit claims .

Medica Behavioral Health

- Call Medica Behavioral Health to connect with a mental health professional who is able to listen to your story, take into consideration your specific circumstances, look up your benefits and support you to connect to resources and providers that make the most sense in the moment you are in. They can also answer questions about claims and benefits.

Quick Reference Behavioral Health Contacts

Area	Phone Number
Medica Behavioral Health	800-848-8327
Optum Behavioral Health Crisis Line	800-848-8327 option 8
Optum Support Line for the Community	800-342-6892
Optum Substance Use Disorder Helpline	855-780-5955
Sand Creek Employee Assistance Program	https://myassistanceprogram.com/sandcreek/ 1-888-243-5744

EMPLOYEE ASSISTANCE PROGRAM

SAND CREEK EAP



MENTAL HEALTH COUNSELING

- Family Conflict
- Couples/Relationships
- Substance Abuse
- Work/Life Balance
- Parenting
- Stress
- Depression
- Anxiety
- Grief

LEGAL & FINANCIAL RESOURCES

Legal Assistance

- Bankruptcy
- Divorce/Custody Estate
- Planning/Wills Real Estate
- Adoption
- Elder Care

Financial Assistance

- Bankruptcy
- Home Buying
- Debt
- Identity Theft
- Retirement Planning
- College Planning
- Funding

MEDICAL ADVOCACY

Everything from insurance navigation to doctor referrals, geriatric care, care transition, medical appointment preparation and more

LIFE COACHING

A Life Coach can help with life transitions, managing multiple projects, living a more purposeful life, setting goals and action steps and more

PERSONAL ASSISTANT

Can help with managing every day tasks on your 'to do' list

WORK/LIFE RESOURCES

General resources and referral services for everything from childcare to eldercare, housing, adoption, pet care and more. Visit [MyLifeExpert.com](https://mylifeexpert.com) for more resources at your fingertips

FREE - CONFIDENTIAL - 24/7/365


Call 1-888-243-5744

<https://myassistanceprogram.com/sandcreek/>

Questions

MISSION

To be the trusted health plan of choice for customers, members, partners and our employees.



VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.



VALUES

Customer-Focused • Excellence • Stewardship • Diversity • Integrity