



SHC – VALLEYCARE

RESILIENCE HANDBOOK 2022



HealthySteps



Stanford
HEALTH CARE
STANFORD MEDICINE

ValleyCare

Who Can Help

Programs provide:	Offered by:	Contact:
Mental health coverage, including professional visits and facilities, through the medical plans	SHCA Medical Plan Aetna Medical Plans	1.855.345.7422 stanfordhealthcarealliance.org 1.888.277.4041 aetna.com
Prescription drug coverage	OptumRx	1.866.230.8234 www.optumrx.com
Quick check on your emotional health and how to improve it	Aetna and SHCA	mindchecktoday.com
Televideo behavioral health services for SHCA plan members, including children age 5 and up	Array AtHome (SHCA Medical Plan only)	1.800.442.8938 Or find a clinician at arraybc.com/patients
Employee Assistance, including counselors and 24/7 assistance with financial and legal issues	Beacon Health Options	1.855.281.1601 achievesolutions.net/shclpch
Legal Assistance	MetLife Legal	1.800.821.6400 info.legalplans.com

Dedicated to quality. Driven by compassion.

What we do at Stanford Health Care – ValleyCare isn't easy, but none of us has to do it alone. From coverage for mental health visits to online tools and training, to personalized app-based programs, we're doing all we can to help you be there for your family, your patients, and colleagues.

2. **What Does Resilience Mean to You?**

4. **Employee Assistance**

Can I talk to a counselor right away?

How can the EAP help me?

How can I find other resources?

6. **Coverage for Mental Health**

Is mental health covered on the medical plans?

What about substance abuse treatment?

Are anti-depressants covered on my plan?

Can I speak with a therapist online?

8. **More Services to Reduce Stressors**

What if I need guidance for a work or health issue?

Can I get protection for legal problems?

What other types of insurance are out there?

Can I save online on basic household expenses?

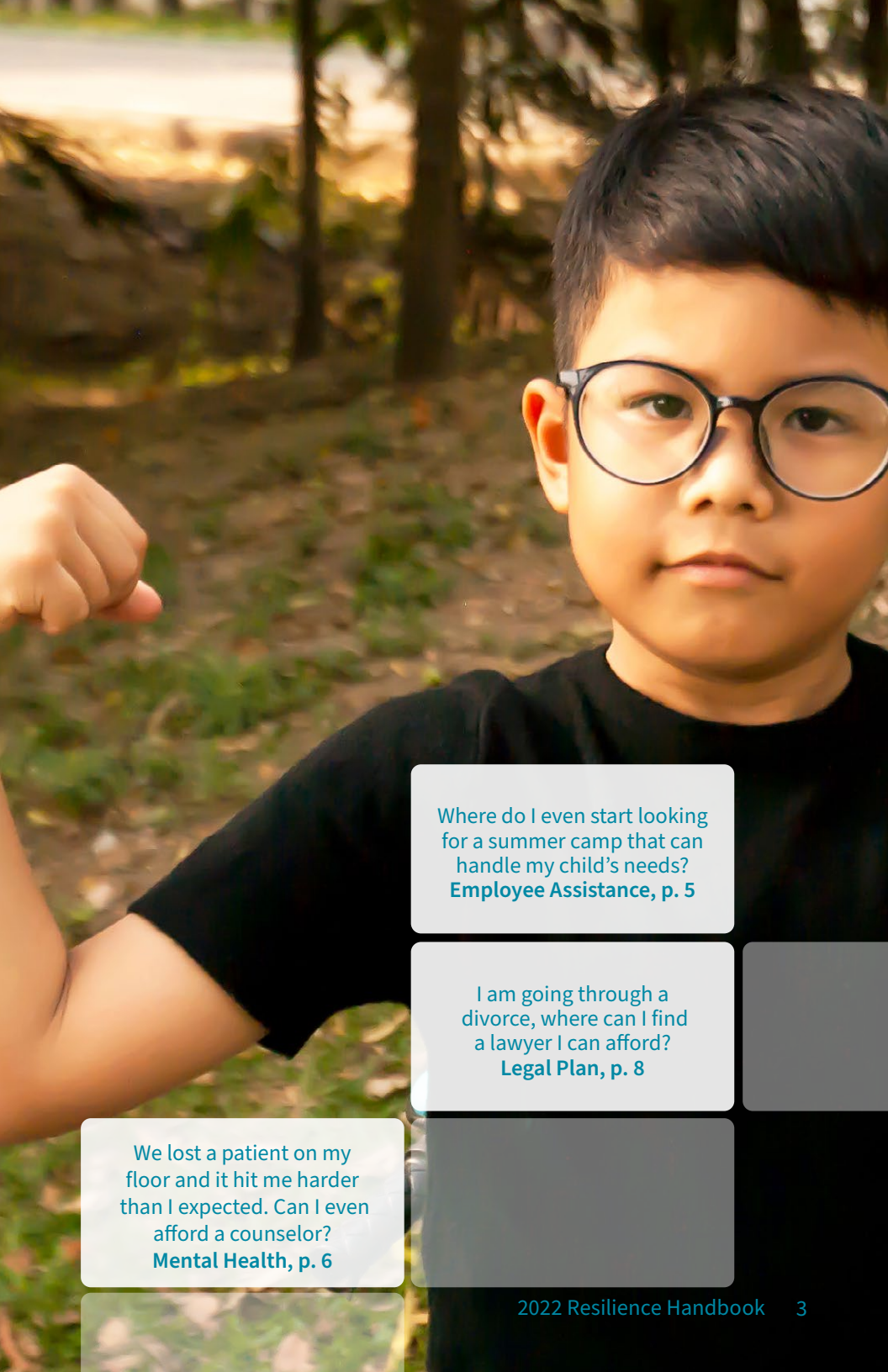
What Does Resilience Mean to You?

Resilience is our ability to recover from difficult life events. It's a quality we all have: not just willpower, it's our ability to heal, to grow and to go on even when it seems impossible.

In difficult times, our resilience takes a hit. It becomes hard to cope with everything coming at us, and almost overwhelming to look beyond the immediate crisis. It can help to remember that resilience is a skill: a skill we can build.

The resources in this handbook are dedicated to building resilience in the short and long term. That can mean professional help for anxiety, depression, grief, addiction or post-traumatic stress disorder (PTSD). It can also mean programs to help you find child care, housing or a loan.


The COVID-19 pandemic has challenged all of us in the healthcare community, in every facet of our lives. As we look beyond those challenges, SHC – ValleyCare is here to help.



Where do I even start looking for a summer camp that can handle my child's needs?
Employee Assistance, p. 5

I am going through a divorce, where can I find a lawyer I can afford?
Legal Plan, p. 8

We lost a patient on my floor and it hit me harder than I expected. Can I even afford a counselor?
Mental Health, p. 6



I've been working long shifts
and struggling to find time for
my family to-do list.
Employee Assistance, p. 5

Employee Assistance

If you are looking for a resource you can use right now, our employee assistance program provides just that. Free counseling, resiliency training and online tools for you and your family members are a click or a call away.

How do I get started with Beacon Health?

The Employee Assistance Program, or EAP, helps you and your covered family members manage work and life challenges by providing resources, referral and support services at no cost to you. Benefits include counseling, life coaching, and legal and financial counseling services, plus an online resource center. **Each covered member can receive up to 10 EAP sessions per issue per year at no charge to you.** Counseling sessions are available in person, by telephone, or by video.

Call Beacon Health Options for confidential support at any time, day or night. Call **1.855.281.1601** or visit **www.achievesolutions.net/shclpch**



What online resources are available for me to try on my own?

You can sign up and attend webinars on topics ranging from coping with COVID-19 to increasing sleep quality to facing the challenges of being a caregiver. You can take personal assessments to measure your own spending or diet, download training resource, and find community services. Find resources at www.achievesolutions.net/shclpch.

I'm looking for child care or elder care resources – where do I start?

The EAP has child care and elder care resources all in one place for your convenience, whether you need full-time care at home or away or just a short-term daycare plan.

Get started by logging on to www.achievesolutions.net/shclpch, then click on Topics in the navigation bar. You'll find resources for adult care, child care and more at your fingertips, and you can always call **1.855.281.1601** for direct assistance.



My doctor prescribed something for my son's depression, but can I afford it?
Medications, page 7

Coverage for Mental Health

Mental and emotional health matter as much as physical health - you can't separate them, and we don't try. Our health plans cover you whether you're dealing with a stress fracture or living with post-traumatic stress disorder (PTSD).

What if I need a counselor or therapist?

Mental health office visits are covered by our health plans, whether you're dealing with depression or anxiety, recovering from grief or addiction, or simply learning what help is available:

- **Aetna POS Plan:**
Pay a \$15 copay per session, in-network
- **Aetna HDHP:**
Pay a 20% after deductible in-network (\$20 at SHC)
- **SHCA Plan:**
Pay a \$20 copay per session, in-network

What if I need inpatient or residential care for mental health or substance abuse?

In-network inpatient care for mental health is covered by our health plans like any other Tier 1 hospital visit:

- **Aetna POS Plan:**

You pay only 20% coinsurance for inpatient care in-network

- **Aetna HDHP:**

You pay 20% after deductible for inpatient care in-network; covered 100% at SHC – ValleyCare facilities

- **SHCA Plan:**

There is a 10% coinsurance for inpatient care, unless you have services at SHC, LPCH, or SHC – ValleyCare, in which case there is no cost.

What if my mental health provider is out-of-network?

If you are seeing a mental health provider who is not in our network – or who doesn't take insurance – the Aetna plans still offers coverage. However, you will pay for care out-of-pocket until you reach your out-of-network annual deductible, and your coverage will be less than in-network.

The SHCA Plan does not cover out-of-network care: call 1.855.345.7422 for help finding an in-network provider.

How are medications covered?

Prescription drugs for mental health are covered on all of our medical plans with a copay or coinsurance. To review the formulary and learn about your drug costs, log into **optumrx.com** with your personal account.

Is virtual therapy an option for me?

Most mental health professionals offer virtual visits, by phone or computer. The SHC – ValleyCare plans treat these just like office visits and cover most of the cost, so talk to your providers!

SHC – ValleyCare also offers Teladoc through our medical plans. Visit Teladoc by phone, mobile app or **www.teladoc.com/aetna** to request a visit with a doctor. To speak with a doctor, call **1.855.835.2362**.



I'm getting through each day,
I just wish I had more control
over my mood.
Meru Health, p. 9

More Services to Reduce Stressors

Emotional challenges aren't necessarily internal - all kinds of day-to-day obstacles can make life harder than it has to be. SHC - ValleyCare offers programs that can make financial and legal challenges a little easier to deal with, with 24/7 confidential support onsite and off.

A Legal Plan provides support when you need it

The Legal Plan from MetLife gives you access to legal assistance and representation. This can be something as simple as a traffic offense or real estate matter - or something as life changing as will preparation and estate planning, help with adoption or debt collection defense.

The Legal Plan is a voluntary benefit you can elect during open enrollment. Find out more at **1.800.821.6400** or visit **www.info.legalplans.com**.

Need a back-up for child or elder care?

It's critical your loved ones receive care while you're at work. Luckily, there is back-up care through Bright Horizons. For a small copay, get up to 80 hours per calendar year of child or adult care when your regular caregiver is unavailable (\$2/hour for a center-based care and \$4/hour for in-home care).

To register for the program, download the mobile app, visit www.backup.brighthorizons.com, or call **1.877.242.2737**.

Funeral Concierge

Losing a loved one is never easy. Provided through The Hartford, Everest Funeral Concierge helps you plan and coordinate funeral services to help you grieve, without stresses of planning. To begin, call **1.800.913.8318**.

Meru Health

Meru Health is an online healthcare provider that uses a mind/body approach to guide you towards long-lasting health. It is available if you are enrolled in the SHCA, Aetna Choice POS II, or Aetna HDHP plans.

Their **12-week Treatment Program** is clinically proven to reduce anxiety, stress, depression, and burnout long-term. Access it from your smartphone and work directly with a licensed therapist.

The **Health Coaching Program** combines chat-based coach and peer support to reduce stress and increase resilience.

More information and sign up: www.meruhealth.com/shc-lpch

How can the MindCheck program help me?

MindCheck is an online personal tool to help you strengthen your mind and body. It's free, easy and confidential, and includes daily mood and activity trackers, eLearning modules, and programs personalized for your goals.

Learn more about MindCheck at mindchecktoday.com.

How can the Array AtHome program help me?

If you are an SHCA plan member, you can receive therapy and psychiatric services at home through televideo – for you and your dependents, age 5 and up. Call **800.442.8938** to get started, or visit arraybc.com/patients.

