

## Connect with support for balancing work and life

Here4TN offers resources and services to help you and your family feel, live and work better. We're here to support you, from your emotional health to your financial wellbeing and beyond, so you can live life to the fullest. Connect with assistance anytime.

Emotional Wellbeing Solutions + Behavioral Health Services	
<b>Counseling</b>	<b>Here4TN</b> offers telephone, in-person and virtual in-network counseling options, including up to five no-cost short-term counseling visits per issue, per individual, per year. You may also have access to additional support with long-term counseling through your behavioral health benefits, as needed.
<b>First Call provider search</b>	To help you quickly and efficiently find an available provider, the dedicated <b>Here4TN</b> team can conduct a provider search on your behalf. Based on your specific preferences, concerns and availability, specialists will work to identify an appropriate provider with appointment availability.
<b>Talkspace online therapy</b>	Connect virtually with a licensed in-network therapist, with unlimited text messaging and real-time audio/video appointments. <b>Talkspace</b> is subject to the same copays, coinsurance and deductibles as in-person visits. Emotional Wellbeing Solutions offers five Talkspace visits per issue, per year at no cost for Emotional Wellbeing Solutions members. Before scheduling, please call <b>855-Here4TN</b> (855-437-3486) or visit <b>Here4TN.com</b> for the required authorization and for more information on your Emotional Wellbeing Solutions benefit. If you need to continue after the five no-cost Emotional Wellbeing Solutions sessions, you can use your behavioral health benefits at the applicable cost-share.
<b>Self Care by AbleTo</b>	<b>Self Care by AbleTo</b> offers on-demand help for reducing worry and stress and improving mood. Download the app from the App Store or Google Play. Use access code <b>Here4TN</b> .
<b>Virtual visits</b>	Meet with a psychiatrist or therapist online through private and secure videoconferencing. Connect with behavioral health providers who can evaluate and treat general mental health conditions, such as depression and anxiety.  Virtual visits are available for authorized no-cost Emotional Wellbeing Solutions counseling visits and behavioral health services, which are subject to the same copays, coinsurance and deductibles as in-person visits.
<b>Online support and self-help tools</b>	Explore thousands of articles, videos, interactive self-help programs, financial calculators and other tools on <b>Here4TN.com</b> . Search for an in-network provider for counseling, if needed.

Emotional Wellbeing Solutions	
<b>WorkLife Services</b>	Find <b>WorkLife Services</b> support services for parenting, eldercare, life learning, dealing with chronic conditions and convenience services. Request a consultation online or call. <b>WorkLife Services</b> specialists are on hand 24/7 to offer no-cost referrals to verified resources and deliver educational materials.
<b>Take Charge at Work</b>	<b>Take Charge at Work</b> is a confidential program designed to help working adults recognize and manage symptoms of stress and depression at work.  Work together with a coach to develop a long-term plan at a pace that works for you so you can get your work-life balance back and start enjoying your life again.
<b>Financial services</b>	Find financial services support to help you increase your savings, lower debt and improve credit so you can dial down financial stress. Get an online financial stress assessment; self-directed online learning; a 25% discount for preparation of all personal income tax documents; plus two calls with a Money Coach. All services are 100% confidential.

## Emotional Wellbeing Solutions (continued)

<b>Critical Incident Response Services</b>	When something sudden or traumatic happens in the workplace, it's important to take steps to ensure your workplace's safety and employees' mental health. The professional crisis services of the Critical Incident Response Services help employees manage their feelings and can have a very positive impact on morale and productivity.
<b>Training and webinars</b>	<b>Here4TN</b> offers access to training programs designed to enhance workplace and management skills and help address workplace concerns. Webinars and recorded trainings are offered to you for viewing on your own schedule.
<b>Legal and mediation services</b>	Connect with legal assistance and mediation services that give you free or discounted confidential access to local attorneys and professional mediators. Get one 60-minute phone or in-person consultation with an attorney or mediator per issue, per year at no cost. Plus, you can get ongoing representation by an attorney at a 25% discounted rate.

## Behavioral Health Services

<b>Substance use services</b>	With <b>Here4TN</b> , you have confidential substance use support available 24/7. We can help you find community resources, help you get an initial assessment and connect you with additional in-network behavioral health services, as needed. Call <b>855-Here4TN</b> (855-437-3486) to find a provider or for immediate access to an in-network licensed clinician, including preferred facilities where members can get treatment costs waived.
<b>Family Support Program</b>	The Family Support Program provides the ease and accessibility of a single point of contact for caregivers of children with behavioral health concerns, including autism, anxiety, depression and other issues.  The program is designed to help families navigate the often confusing tangle of resources and stakeholders that can include schools, providers, public agencies and more.
<b>Autism/applied behavioral analysis care advocacy</b>	ABA uses behavioral principles to teach children with autism numerous life skills and behaviors they may otherwise not learn on their own.  Your health plan has an expanded ABA benefit.  With autism spectrum diagnosis, it's never too soon to learn about services that can help your child and whole family live happier and healthier lives.

**Confidential.** Your health information will remain confidential in accordance with the law.

**Family support.** **Here4TN** is available for you and all your covered family members too.

**24/7 availability.** Connect with tools, resources, support and much more, around the clock.

Connect with **Here4TN** 24/7:

**855-Here4TN** (855-437-3486)

Live chat Monday through Friday, 8:30 am to 3:00 pm CT

Visit **Here4TN.com**.



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**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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# Get answers to your questions, big and small

Juggling everything on your to-do list while taking care of your own health, both mental and physical, can be challenging. With additional stressors like relationship challenges, home repairs, childcare and eldercare, many people are feeling overwhelmed these days. **Here4TN** can help.

## WorkLife Services

**WorkLife Services** help make life a little less stressful by connecting you with:



**Child, family and parenting support services**



**Personal services**



**Education resources**



**Legal services**



**Adult care and eldercare support services**



**Financial services**



**Chronic illness and condition support services**

## Short-term counseling

**Here4TN** Emotional Wellbeing Solutions connects you with specialists 24/7 and offers five confidential\* counseling sessions per issue, per individual, per year at no additional cost to you. **Here4TN** can help with topics including:

- Depression, anxiety and stress
- Living with chronic conditions
- Sleep disorders
- Substance use issues
- Relationship and family concerns

**Call to speak confidentially\* with a specialist or to get referrals or prior approval for services, including virtual visits.**

## Take Charge at Work

Trouble concentrating? Feeling sluggish? This may be a sign of something more. **Take Charge at Work** can help you recognize and manage stress and depression at your workplace. Start with an assessment, then work with a coach to create a personal plan.

## Behavioral Health Services

Optum is your behavioral health and substance use benefits administrator, and **Here4TN** can help you learn about your benefits, search for in-network providers and connect for a virtual visit. To get details about what's covered and to view your member handbook and plan documents, visit [tn.gov/partnersforhealth](https://tn.gov/partnersforhealth).

## Substance use

If you or someone in your family has substance use concerns, connect with a highly trained and licensed advocate at **Here4TN**. Your advocate will talk with you about your unique situation, answer questions, help create a personalized treatment plan and help with family support. The service is completely confidential.

## Talkspace

Regularly communicate with a therapist safely and securely from your phone or desktop with **Talkspace**. You can start therapy within hours of choosing your therapist, and it's secure and confidential.

## Self Care by AbleTo

**Self Care by AbleTo** offers on-demand help for reducing worry and stress and improving mood. Download the **AbleTo app** from the App Store® or Google Play™. Use access code **Here4TN**.

## Legal and financial support

Connect with legal assistance and mediation services that give you free and discounted confidential access to local attorneys and professional mediators.

Find financial services support to help you increase your savings, lower debt and improve credit, so you can dial down financial stress. Get an assessment; online learning; a 25% discount for preparation of all personal income tax documents; plus two calls with a Money Coach.

**Optum**

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FOR HEALTH**

\*This program is confidential in accordance with the law.

**Here4TN** Emotional Wellbeing Solutions services is available to you and your family at no extra cost as part of your benefits. The five Emotional Wellbeing Solutions visits per year, per issue are per individual. Members are ineligible for Emotional Wellbeing Solutions visits while they are currently receiving Behavioral Health Services.

State and Higher Education: Emotional Wellbeing Solutions services are available to all benefits-eligible employees and their eligible family members, even if they are not enrolled in medical insurance.

Local Education and Local Government: The following Emotional Wellbeing Solutions services are offered to employees who are enrolled in medical insurance. Dependents are eligible even if they are not enrolled in medical insurance.

All members (employees and dependents) enrolled in medical insurance are also eligible for behavioral health benefits.

Please note: While access to **WorkLife Services** and all referrals are included as part of your benefits, you will have to pay for any **WorkLife Services** you decide to use. Our specialists cannot book or purchase services on your behalf. This is an educational, referral-based service only. Certain services may not be available in some benefits plans. Consult your benefits plan to know what is available.

**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

Benefits Administration does not support any practice that excludes participation in programs or denies the benefits of such programs on the basis of race, color, national origin, sex, age or disability in its health programs and activities. If you have a complaint regarding discrimination, please call 866-576-0029 or 615-741-4517.

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**“The person I spoke to had the kindest voice. They were professional and compassionate.”**



Talk with a specialist who cares, 24/7:

**855-Here4TN**  
(855-437-3486)

Or visit:

**Here4TN.com**