

Mental Health Tools You Can Use

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Agenda

- ▶ What is mental health why is it important?
- ▶ What health plans offer and cover for mental health support
- ▶ Supplemental tools to help maintain mental health
- ▶ Optional Networking and Discussion (11:30-noon)

Learning Objectives for this training

By the end of this webinar, you will be able to:

- ▶ Explain what mental health is and the role it plays in our lives
- ▶ Describe at least three mental health supports offered by your health plan
- ▶ Share resources with your coworkers so they can focus on their mental health

What is Mental Health and Why Is It Important?

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Cultivating Mental Health & Well-being at Work

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What's On Tap

What is mental health?

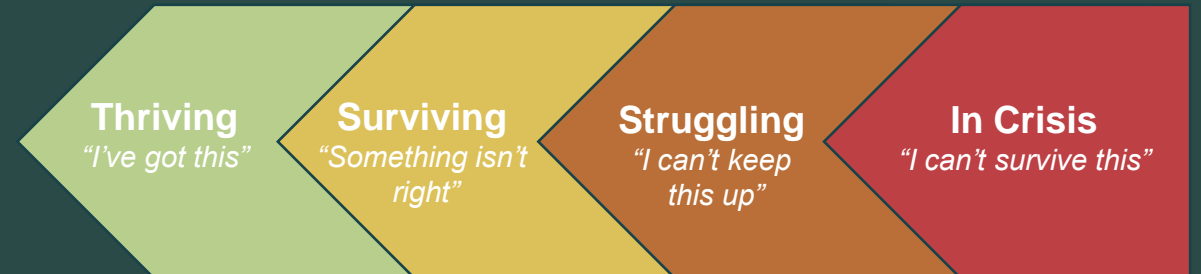
Why is it important?

Workplace mental health: Opportunities & Actions

What is Mental Health?

“A state of well-being in which the individual realizes [their] own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”.

World Health Organization, 2023



Adapted from: Watson, P., Gist, R., Taylor V Evlander, E., Leto F., Martin R., Vaught D., Nash, W.P., Westphal, R., & Litz, B. (2013). Stress First Aid for Firefighters and Emergency Services Personnel, National Fallen Firefighters Foundation

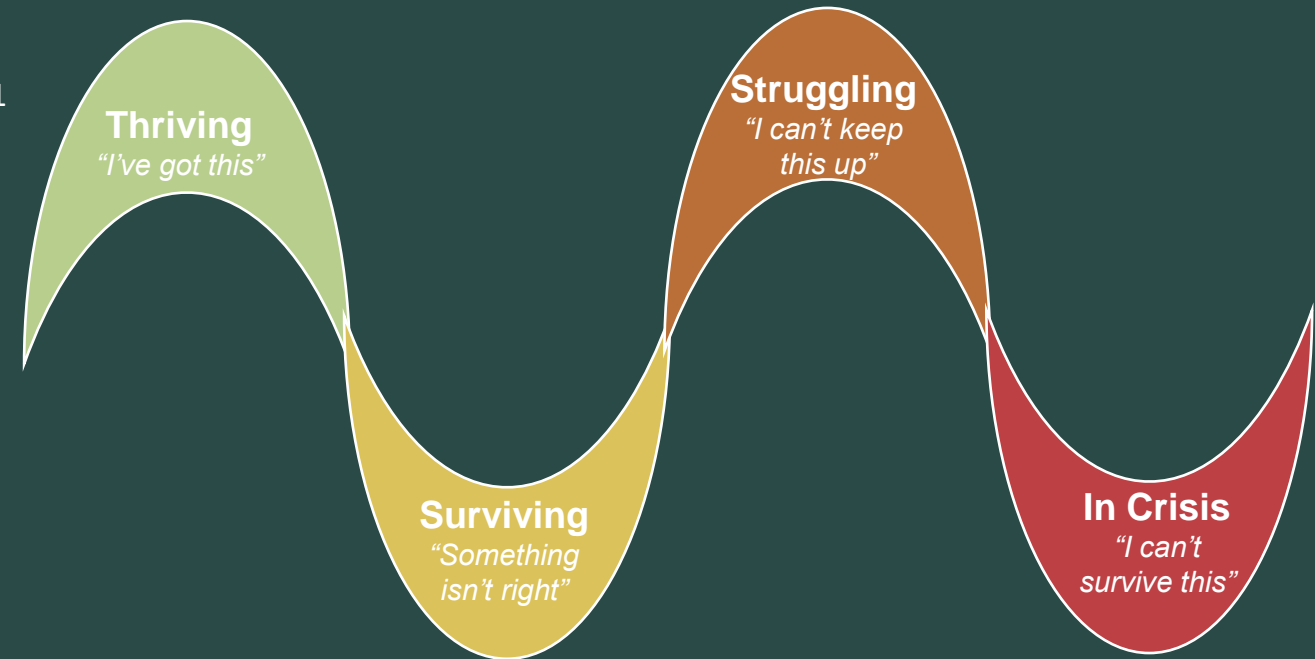
What is Mental Health?

1 in 5 adults experience a mental health condition.¹

92% of employees experience mental health challenges that impact their work.²

77% of employees have experienced burnout at their current job.³

More than 30% of young adults experience mental health concerns (the highest rate of any age group).⁴



Adapted from: Watson, P., Gist, R., Taylor V Evlander, E., Leto F., Martin R., Vaught D., Nash, W.P., Westphal, R., & Litz, B. (2013). Stress First Aid for Firefighters and Emergency Services Personnel, National Fallen Firefighters Foundation

Mental Health at Work

Culture of Mental Health at Work:

A non-judgmental, open, and supportive culture in which employees feel that mental health and well-being are something they can talk about, seek help for, and nurture within themselves and others without repercussions.

Barriers & Opportunities

- **70%** of people say that their manager has more impact on their mental health than their therapist or their doctor—and it's equal to the impact of their partner. ¹
- **160M** Americans live in areas with mental health professional shortages. ²
- There are significant **racial and ethnic disparities** when it comes to mental health & mental health access in the U.S. ³
- **11 years:** The average time between the first symptom onset of a mental health condition and receiving treatment. ⁴

Now What?

1. Prevent work-related mental health conditions.

Assess, and then mitigate, modify or remove workplace risks to mental health.

2. Protect and promote mental health at work.

Strengthen capacities to recognize & support mental health conditions, including empowering people leaders.

3. Support people with mental health conditions to participate in and thrive at work.

Support people with mental health conditions gain, sustain and participate in work (reasonable accommodations, return to work programs, etc.)

4. Create an enabling environment for change.

e.g. Mental health integration across Employee Experience, DE&I, sectors (e.g. Occupational Safety), and policies. Stigma-reducing programming ; emphasize psychological safety. Partner with people with lived experiences. This all requires leadership engagement & funding (time, resources).

Mental Health Opportunities through Health Plans

- Kaiser Permanente NW
- Kaiser Permanente Washington
- Premera
- Uniform Medical Plan

Mental Health Tools You Can Use

Kaiser Permanente Northwest

Our Mental Health Services approach

- Psychiatric Services (MD/ARNP)
- Psychotherapy Services (Master's Level Therapists)
- Care Management Services (RN)
- Psychological Services (Psychologists)
- Procedural Psychiatry (MD/RN)
- Residential Treatment Facility
- Addiction Medicine Services - *state certified in WA/OR*
- Behavioral Health Consultants



Mental Health Services

How to access:

- **KP app** - available 24 hours a day, seven days a week
- **Schedule a primary care appointment** – kp.org or call 1-800-813-2000 (TTY 711). No referral needed
- **Connect with a Mental Health specialist** - Call 1-855-632-8280, Monday-Friday, 8 a.m. to 5 p.m.
- **Get support for substance use** - Go to kp.org/recovery to learn your options and get support.

How to access: Members can get referrals to group therapy from their KP therapist or psychiatrist

Cost: Group therapy is hosted virtually only right now, currently free of charge.

Emergency Psychiatric services are available 24/7 in our hospitals.

Crisis line 24/7: 1-866-453-3932 or 503-331-6425



Sample of Mental Health & Wellness Groups

1. Parenting the Attention Deficit Hyperactivity Disorder (ADHD) Mind
2. Family and individual Dialectical Behavior Therapy (DBT)
3. Parenting Developing Minds
4. Collaborative Parenting Strategies
5. Post-Intensive Outpatient Program (IOB) Group
6. Seeking Safety
7. Mindfulness & Meditation
8. Mindful Eating
9. Managing Depression and Managing Stress & Anxiety
10. Relationship skills group
11. Dealing with Anger
12. Aging Gracefully
13. Attention Deficit Hyperactivity Disorder (ADHD)
14. Acceptance and Commitment Therapy (ACT)



Gender Pathways Clinic: LGBTQIA+/BIPOC Support

The Gender Pathways Clinic at KPNW provides culturally competent care to transgender and gender-expansive patients. Our specialist team consists of providers from internal medicine, gynecology, psychiatry, surgery, social work, nursing, and community health navigation who provide high-quality, gender-affirming:

- Hormone therapy
- Sexual and reproductive health care
- Counseling for gender-affirming medical care
- Hair removal (coverage varies depending on insurance plan)
- Pubertal suppressants
- Surgical evaluations and procedures
- Speech therapy/gender-affirming communication therapy

Can spouse, family members on plan also access? Yes

Cost: co-pay/deductible **does** apply.



Mental Health Tools

Calm

myStrength

Ginger

How to use: Visit kp.org/selfcareapps to get started



Mental Health Tools You Can Use

Kaiser Permanente Washington



Our Mental Health Services approach

Kaiser Permanente Washington (KPWA) provides a multi-disciplinary team approach to the treatment of mental health and substance use conditions for our members as a part of our integrated care model. Our goal is to help you reduce your symptoms and improve your overall sense of well being.

Care may consist of one or more of the following:

- Psychiatric Services (Medical Doctor (MD)/Advanced Registered Nurse Practitioner (ARNP))
- Psychotherapy Services (Master's Level Therapists)
- Care Management Services (Registered Nurse (RN))
- Psychological Services (Psychologists)
- Chemical Dependency Services (Provided in State-approved agencies)



Mental Health Services

1:1 services available

Services include assessment, treatment, and support for a variety of mental and emotional concerns

Call 1-888-287-2680, Monday-Friday, 8 a.m. to 5 p.m. to connect with a Mental Health specialist

How to access:

1. Mental health e-visit
2. Chat online with a clinician Monday through Friday, 8 a.m. to 6 p.m.
3. Get care advice 24/7: 1-800-297-6877.
4. Call or email your Kaiser doctor's office
5. Get started at kp.org/getcare

Can spouse, family members on plan also access? Yes.

Cost: co-pay/deductible **does** apply.



Mental Health Services

Group Counseling options: Yes, examples on next slide.

Description of service: Therapists that provide group visits specializing in patient need.

How to access: Patients can get appointment from Care Chats, Internal referral, the Mental Health Access Center (MHAC)

Can spouse, family members on plan also access? Yes.

Cost: co-pay/deductible **does not** apply for group visits.
Members on a qualified HSA plan may be subject to deductible.



Mental Health Groups

Kaiser Washington has 65+ mental health groups. Here is a sample list:

1. Overcoming Adversity
2. Mindfulness Group
3. Shy No More
4. Self-Compassion
5. Emotion Regulation
6. Stress and Trauma Awareness
7. Cognitive Behavioral Therapy
8. Parenting Groups
9. Teen Groups
10. Behavioral Therapy for Binge Eating Disorder
11. Healing from Emotional Pain
12. Thrive Groups



Mental Health Tools

LGBTQIA+/BIPOC specific support: At KPWA, our quality gender-affirming care is delivered with dignity and sensitivity. Our teams specialize in: Case management services, Primary care, Adolescent medicine, Plastic surgery, Obstetrics/gynecology, Urology, Mental health, Speech therapy

Clinical social workers: Gender Health Case Management

Health plan benefits: No referral needed for enrollment in Gender Health Case Management Program

Primary Care for transgender and non-binary members from 90 providers who have training, continuing medical education and experience in providing medical services

Surgical Services: plastic and reconstructive surgeons to perform most gender-affirming surgeries.

How to access: Gender Health Case Manager: 1-866-656-4183

Can spouse, family members on plan also access? Yes

Cost: co-pay/deductible **does** apply.



Included Mental Health Tools: Calm

Calm: The number one app for sleep and meditation. Designed to help lower stress and anxiety. Practicing mindfulness with Calm can help you build resilience and support your overall emotional health and wellness.

- A new 10-minute Daily Calm meditation every day
- 100+ Guided meditations covering anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)
- Music for focus, relaxation, and sleep
- Calm Masterclasses taught by world-renowned experts and celebrities

How to use: Visit www.kp.org/selfcareapps to get started

Can spouse, family members on plan also access? Yes

Available to non-members? No



Included Mental Health Tools: myStrength

myStrength®

Explore activities and techniques that can benefit anyone — either as self-guided selfcare or complements to clinical support. Not intended to replace treatment or advice, but they can help you build resilience, set goals, and take meaningful steps toward becoming a healthier, happier you.

Build a personalized plan to strengthen your emotional health whenever, wherever you need to.

- Tools to manage stress, depression, sleep, and more
- Easy to use, safe and confidential
- Thoroughly evaluated by Kaiser Permanente Clinicians
- 100+ activities, articles, and videos

How to use: Visit www.kp.org/selfcareapps to get started

Can spouse, family members on plan also access? Yes

Available to non-members? No



Included Mental Health Tools: Ginger

The Ginger app offers 1-on-1 support for many common challenges — from anxiety, stress, and low mood to issues with work, relationships, and more. Ginger’s skilled emotional support coaches are ready to help 24/7. Kaiser Permanente members can use the app at no cost, no referral needed. Text one-on-one with an emotional support coach anytime, anywhere. Support is just a text message away.

What can employees do with Ginger?

- Text with a coach anytime, anywhere, 24/7.
- Discuss goals, share challenges, and create an action plan with their coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from sessions, track progress, and work with their coach to adjust action plans as needed

How to use: Visit www.kp.org/selfcareapps to get started

Can spouse, family members on plan also access? Yes

Available to non-members? No



Included Mental Health Tools: FindYourWords

FindYourWords

- Public access to our mental health stigma reduction website: www.FindYourWords.org.
- Anyone can also use www.kp.org/mentalhealth for self-assessments, FAQs, information, videos, resources, myths and facts, etc.
- Additionally, anyone can access the mental health training module (35 minutes) under the Thrive at Work tab of www.kp.org/workforcehealth.

How to use: www.FindYourWords.org

Can spouse, family members on plan also access? Yes
Available to non-members? Yes

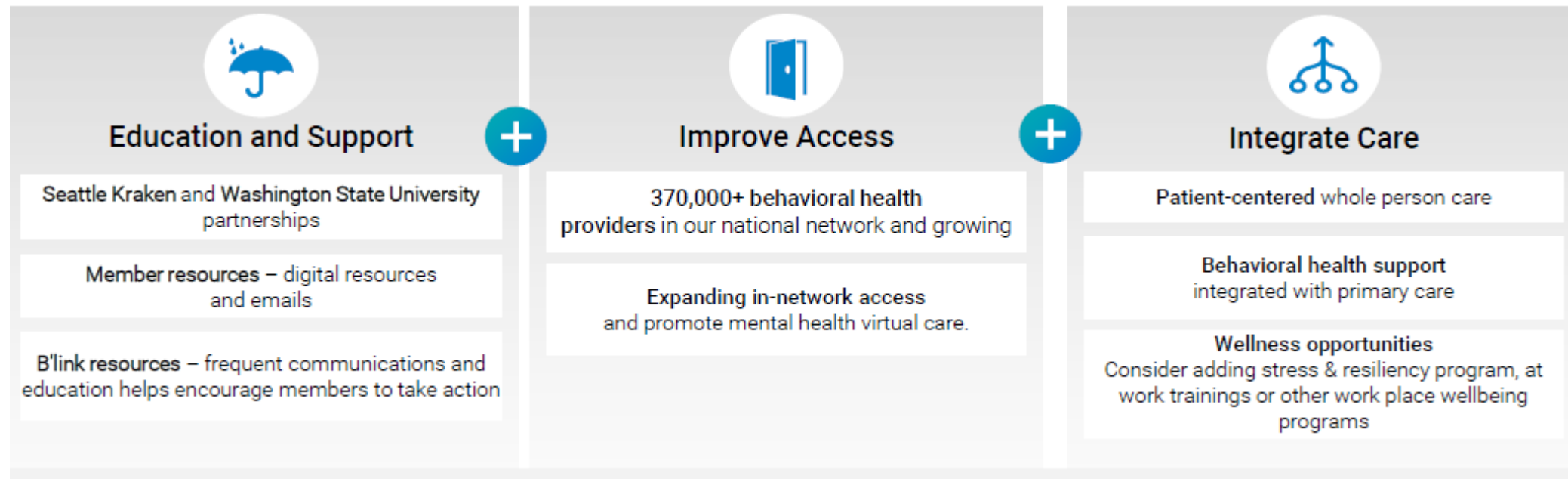


Mental Health Tools You Can Use



Our Mental Health Services approach

Premera has options for in-person and virtual care therapy—covered the same way physical health is covered. To improve access to high-quality care, we offer a variety of care options.



Mental Health Services - 1:1 services

Boulder Care: Substance use disorder treatment grounded in kindness, respect, and support for people over 18. Video visits and text messaging allow people to connect with clinicians, care advocates, and support 24/7.

- To access: [Getting started with Boulder Care](#), copays or deductibles apply

Doctor On Demand: Video chat with a doctor or therapist for urgent care, preventive care, chronic condition care, and mental health care. What it's for- medication management, anxiety, depression, postpartum concerns, relationship counseling, trauma, and loss.

- To access: [Premera - Doctor On Demand](#), copays or deductibles apply

Talkspace: Online therapy for members age 13+ with a licensed clinician via private message and live video.

- To access: [Premera Talkspace website](#) for non-urgent care, copays or deductibles apply

Premera also covers more intensive levels of treatment for mental health issues, psychiatric disorders, and substance use disorders when medically necessary. Copays or deductibles apply.



Mental Health Services - Group Therapy

Group therapy is used to treat a wide variety of mental health issues and psychiatric disorders, depending on the areas of interest or specialization of each provider.

In addition to group therapy, Premera covers:

- Individual therapy
- Couples/marital therapy
- Psychiatric medication treatment
- Intensive outpatient programs
- Partial hospitalization programs
- Residential and inpatient treatment

[Find Care](#) - Browse our provider directory to connect with the right primary care provider, therapist, psychologist, or mental health specialists. Copays or deductibles apply.



Mental Health Services for plan LGBTQIA+/BIPOC specific support

[LGBTQIA+ Health | Premera Blue Cross](#)

- Preventative care
- HIV PrEP therapy and drug coverage
- Mental healthcare
- Gender affirming services

[Find Care](#). Browse our provider directory to connect with the right primary care provider, therapist, psychologist, or mental health specialists. Copays or deductibles apply.



Included Mental Health Tools: Matchmaker

Matchmaker™ for Behavioral Health will connect you to a care provider based on your health plan, needs, and preferences. This confidential service is available to all Premera members at no out-of-pocket cost. You can see providers in your plan network, both in person or virtually.

How to access: Call customer service at the number on the back of your ID card to find a provider.

No cost for the service: Copays or deductibles apply when you see a provider.

[Find Care](#). Browse our provider directory and select the right fit for your needs

Benefits under your health plan may differ. [Sign into your account](#) to review your benefit booklet.



Regence



Mental Health Tools You Can Use

Regence BlueShield



Our Mental Health Services Approach

- 1 in 5 people live with a mental health condition.
60% don't receive the right treatment.
68% also have a chronic physical illness.
- Regence has designed behavioral health services that focus on a wide range of solutions with options like virtual therapy, and integrated care management.
- Regence makes support simple, easy, and more accessible so members and their family can get the right level of care at the right time.



Connection to Care for Members

- **24/7 Nurse Advice** : Advice24 provides 24/7 nurse support by phone. Chat support accessible for plan members coming in 2024.
 - For UMP plan members except UW Medicine ACN:
(800) 267-6729 through 2023
(877) 375-2599 starting 1/1/2024
 - For PEBB UMP PLUS – UW Medicine ACN: 1-888-402-4237
 - For SEBB UMP PLUS – UW Medicine ACN: 1-888-402-4238
- **Care Management**: Provides an integrated, personalized, and holistic model dedicated to delivering medical and behavioral health support to each member. Find more on [Regence Case Management](#) at this link or call (866) 543-5765
- **Outpatient care**: Office, virtual, and in home
- **Virtual Services**: App based tools, virtual tools, clinics, and Counseling
- **Quartet**: Connects members with face-to-face or virtual care in the appropriate modalities to improve health outcomes.



Virtual Behavioral Health

Regence BlueShield recognizes virtual therapy can be more comfortable than going in person, and it can also be a faster way to get care. Many mental health providers offer virtual appointments.

The following slides outline network virtual care options for different member needs.



Virtual Mental Health Services

Emotional Well Being: To promote resilience and sleep, and reduce stress and anxiety.

Virtual Solutions:

- [Healthwise Content](#): Access a library of articles and decision-making tools to help you understand mental and behavioral health issues.
- [myStrength](#): Emotional Well-Being in the form of building resilience, stress management, anxiety, sleep habits, and mindfulness. Offers individualized evidence-based approaches 24 hours a day, 7 days a week.
 - To get started, go to: mystrength.com/r/register
 - When prompted, enter access code PEBB or SEBB



Mental Health Services for Members

Mental Health Support: Offering condition specific preventative care reminders, tele-behavioral health, and navigation to the right provider

Virtual Care Provider Solutions:

- **Doctor on Demand:** Appointments with a psychiatrist or therapist by phone or live video chat. Accessible at the link, through the Regence.com experience, or by phone **(800) 997-6196**
- **Talkspace:** Offers a range of virtual mental health treatment options to choose from, including online therapy, coaching, self-help tools, psychotherapy and medication management. For members ages 13 and older. **(516) 847-5432**



Mental Health Services for Members

Mental Health Specialty Services: Offer virtual specialist access for LGBTQ+, trauma, and more with innovative solutions, provider engagement and co-occurring medical and behavioral health support.

Virtual Care Provider Solutions:

- **AbleTo Therapy**: Provides mental health care through an eight-week online therapy program. Sessions are one-to-one with a licensed therapist, and digital tools give you extra support. For members ages 18 and older. **(866) 287-1802**
- **nOCD**: Provides therapy for obsessive-compulsive disorder through live video sessions with a licensed, specialized therapist. For members ages six and older. **(312) 766-6780**
- **Charlie Health**: Virtual specialty access for LGBTQ+, trauma and more. Innovative solutions, provider engagement, co-occurring medical and behavioral health support. Offered to ages 12 and up and works with families. **(866) 491-5196**



Mental Health Services for Members

Substance Use Support: Provides acute intensive condition specific care, complex care, and residential inpatient care.

Virtual Care Provider Solutions:

- **Boulder Care:** Offers virtual treatment for substance use disorder with medication-assisted treatment, peer coaching, care coordination and other recovery tools to members 18 and older. **(866) 901-4860**
- **Hazelden Betty Ford:** Offers substance use disorder and mental health treatment services, in-person and virtual therapy, high-intensity outpatient program and medication-assisted treatment. For members ages 18 and older. **(855) 900-9811**
- **Eleanor Health:** Provides acute intensive condition specific care, and residential inpatient. **(866) 746-7780**
- **Charlie Health:** Virtual specialty access for LGBTQ+, trauma and more. Innovative solutions, provider engagement, co-occurring medical and behavioral health support. Offered to ages 12 and up and works with families. **(866) 491-5196**



Mental Health Services for Members

Eating Disorders: Family support focused on treating eating disorders.

Virtual Care Support:

- Equip: Offers support for eating disorders through virtual family-based treatment. Your five-person care team includes a therapist, family member, peer member, medical provider and dietitian. **(619) 350-6290**



Mental Health Services Costs

- Services may be free of charge to access or have an upfront copay. Services provided may be subject to plan deductible and coinsurance. Balance billing may occur when care is provided by an out of network provider.
- Members are encouraged to review their individual Summary of Benefits and Coverage (SBC), Certificates of Coverage (CoC) and contact [Customer Service](#) (888) 849-3681 Monday to Friday 5 a.m. to 8 p.m., Saturday 8 a.m. to 4:30 p.m.





Thank you!

You can also track Mental Health Tools You Can Use here:

PEBB - [Behavioral health services by plan](#)

SEBB - [Behavioral health services by plan](#)

Up Next: Supplemental Mental Health Support

- ▶ Employee Assistance Programs
- ▶ Mental Health technology tools

What is the Employee Assistance Program?

For almost 50 years, the Washington State EAP has supported the wellbeing of public employees to promote a resilient and productive workforce.

Employee Assistance Program

eap.wa.gov | 877.313.4455



What concerns can you bring to EAP?

On topics such as:

- Life and work changes
- Stress management
- Financial and legal concerns
- Relationship improvement
- Family and parenting issues
- Grief and loss
- Domestic violence
- Anxiety and depression
- Substance misuse
- Bullying and harassment
- Crisis support and management



Organizational Consultation

For supervisors, leaders, & HR:

- Advice
- Problem Solving
- Coaching
- Support
- Resources
- Employee Referrals



On topics such as:

- Performance or Disciplinary issues
- Substance Misuse
- Managing Change
- Conflict
- Domestic Violence
- Sexual Harassment
- Illness and Death
- Mental Health
- Suicidality and Safety Concerns
- Secondary Traumatic Stress

Crisis Response

Critical Incident Stress Management

Providing immediate support and guidance to leadership in the aftermath of a traumatic event

Group Session

A voluntary, facilitated discussion group to talk about what happened, the impact on the team, and promote self-care



Work/Life Resources



Web Resources

Resources to help you solve life's problems: articles with expert advice, webinars, an online will-maker, DIY legal forms, financial calculators and resources to help you find child care, pet sitters and more.



Legal Assistance

Free half-hour consultation with an attorney by phone to discuss your situation. Referrals to local lawyers and discounted rates for ongoing legal services if needed.



Financial Counseling

Free counseling with a financial expert to help you get your finances in order, whether you need a monthly budget, are working to reduce debt, or saving for a big expense.

eap.wa.gov/worklife

EAP is here to support you

- Free for you and your family
- Confidential
- Easy to access
- Expert professionals
- Practical help
- From everyday concerns to serious issues
- Caring and respectful
- Culturally relevant
- Supporting the WHOLE person



eap.wa.gov
877-313-4455

More EAP options

All state agencies have access to engage with Washington EAP programs. Here are a handful that some non-state agencies are using.

- ▶ [ComPsych® GuidanceResources®](#): Multiple targeted solutions available
- ▶ [Magellan](#): Provides 24 hour a day/7 day a week support
- ▶ [First Choice Health](#): Has a concierge referral process
- ▶ [Deer Oaks](#): Multiple options for support available

Additional Mental Health Resources

- ▶ Centers for Disease Control: [Mental Health in the Workplace](#)
- ▶ Center for Workplace Mental Health: [Workplace Mental Health](#)
- ▶ Department of Labor: [Mental Health At Work](#)
- ▶ NAMI's Pledge-to-be Stigmafree: [StigmaFree Company](#)
- ▶ [Mind Share Partners](#)
- ▶ Mental Health America: [Mind the Workplace Mental Health](#)
- ▶ [What happens when you call 988](#)
- ▶ [988 Fast Facts](#)
- ▶ [Native and Strong Lifeline](#)

In addition, you can find these resources on HCA's [988 crisis line implementation](#) page.

Learning Objectives for this training

By the end of this webinar, you will be able to:

- ▶ Explain what mental health is and the role it plays in our lives
- ▶ Describe at least three mental health supports offered by your health plan
- ▶ Share resources with your coworkers so they can focus on their mental health

Evaluation

We want to hear from you:

- ▶ What aspects of the presentation were most useful to you?
- ▶ What aspects of the presentation were least useful to you?
- ▶ How else can Washington Wellness support you?
- ▶ Anything else?

Please email: mandy.leblanc@hca.wa.gov

Networking Time

Leading Off Our Networking



Andrea Bowman

Assistant Director of Student Services
Central Kitsap School District



Jeanne Beckon

Assistant Superintendent for Human Resources
Central Kitsap School District.



Questions and Networking:

- How do you plan to use this information?
- How could you share this with your coworkers?
- How can you promote getting mental health support as needed?

Contact us:



hca.wa.gov/washington-wellness



wawellness@hca.wa.gov



360-725-1700
