









🔍 **mental health**

# Mental health support for you and your family



It can be hard to figure out what mental health option best meets the moment. These resources are available in times of crisis or emotional distress.

In-the-moment support	Ongoing care		Crisis care: Immediate support		
<ul style="list-style-type: none"> <li>Stress</li> <li>Grief and loss</li> <li>Parenting/family challenges</li> <li>Self-esteem issues</li> <li>Separation and divorce</li> <li>Concerning changes in loved one's behavior or mood</li> </ul>	<ul style="list-style-type: none"> <li>Anxiety and depression</li> <li>Attention deficit/hyperactivity disorder (ADHD)</li> <li>Bipolar disorder</li> <li>Chronic illness or disability</li> <li>Domestic violence and anger</li> </ul>	<ul style="list-style-type: none"> <li>Eating, gambling or compulsive disorders</li> <li>Lesbian, gay, bisexual, transgender, queer, or questioning (LGBTQ+) care</li> <li>Medication management</li> <li>Panic attacks/Post-traumatic stress disorder (PTSD)</li> <li>Substance use</li> </ul>	<ul style="list-style-type: none"> <li>Use or misuse of alcohol, drugs, or other substances</li> <li>Misuse of medications</li> </ul>	<ul style="list-style-type: none"> <li>Suicidal thoughts or emotional distress</li> <li>Thoughts of harming self or others</li> </ul>	<ul style="list-style-type: none"> <li>A life-threatening emergency</li> </ul>
Your employer's Employee Assistance Program (EAP)	Behavioral health benefits	Family doctor or behavioral health provider	Substance Use Helpline	Suicide & Crisis Lifeline	Emergency Services
<ul style="list-style-type: none"> <li>Connect with your employer's EAP for details. It's confidential and offered at no additional cost to you.</li> </ul>	<ul style="list-style-type: none"> <li>May include talk therapy, help with medications, and hospitalizations</li> </ul>	<ul style="list-style-type: none"> <li>Discuss concerns</li> <li>Learn about care options and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Anonymous support 24/7 for you or a loved one</li> </ul>	<ul style="list-style-type: none"> <li>Interpretation services in 150 languages</li> <li>For text, fill out a short survey about what you or your loved one is going through, then a counselor will contact you</li> </ul>	<ul style="list-style-type: none"> <li>Provide as many details as possible</li> <li>Inform the operator this is because of a mental health crisis so they can send the appropriate personnel to handle the situation with care</li> </ul>
 <p><b>Available 24/7*</b></p>	 <p><b>Visit the Surest app or Surest.com for cost and coverage details</b></p>  <p><b>Call Member Services to connect to a behavioral health advocate.</b></p>	 <p><b>Visit the Surest app or Surest.com for cost and coverage details</b></p>  <p><b>Call or meet with your family doctor</b></p>	 <p>CALL <b>1-855-780-5955</b></p>	 <p>CALL, TEXT OR CHAT <b>988</b></p>	 <p>CALL <b>911</b></p>

\*No appointment needed.

Depending on your coverage, these services may have a copay.

The material provided through the Employee Assistance Program (EAP) is for informational purposes only. EAP staff cannot diagnose problems or suggest treatment. EAP is not a substitute for your doctor's care. Employees are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. EAP is not an insurance program and may be discontinued at any time. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare 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 is subject to change. Coverage exclusions and limitations may apply.

**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. This program and its components may not be available in all states and coverage exclusions may apply.

Self-Funded: Administrative services provided by United HealthCare Services, Inc. or its affiliates.

Fully Insured: Insurance coverage provided by UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or its affiliates.

Level Funded: Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY.

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