



# Emotional Well-being Benefits and Resources

For UofL Employees



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# Emotional Well-being

Let's face it — life can be stressful. In fact, nearly 20% of Americans are impacted by mental or behavioral health challenges each year, but more than half will not receive treatment.<sup>1</sup>

Additionally, according to a 2022 American Psychological Association article, 76% of adults reported experiencing at least one symptom in the last month as a result of stress, including fatigue, changes in sleeping habits and feelings of anxiety and depression.<sup>2</sup>

UofL has many resources available to help support the emotional well-being needs of you and your family members. Whether you need a conversation with a trained professional, need help navigating options and treatment, or are looking for resources and support for a loved one, you've come to the right place. Read on to learn about all the tools, resources and benefits available to you.



## Emotional well-being is critical to your overall well-being

It is important for us to be intentional about our health and well-being. Overall well-being isn't just about our physical health. It's also about our emotional, social and financial well-being, and it's something we think about, discuss and act upon year-round. At the University of Louisville, we offer a variety of resources in each area that you can use to improve or maintain well-being.

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# Counseling and Resources

The UofL Employee Assistance Program (EAP), provided by Anthem Blue Cross Blue Shield (Anthem), offers many benefits for our employees. All assistance is completely confidential and never shared with UofL.

## Who is eligible:

The EAP is available to you and your family members — whether or not you participate in the UofL medical plan.

## What you receive:

Licensed Anthem professional counselors (e.g., trained psychologists, psychiatrists, marriage and family therapists and clinical social workers), in the way that works best for you.

**See the next page for specifics.**

## You're Not Alone

4 in 10 adults reported symptoms of anxiety or depressive disorder during the pandemic in 2021 as compared to 1 in 10 in 2019.<sup>3</sup>

**It's OK not be OK.** It's important to talk about your emotional well-being needs.





Service	Description	When to use	Visits/costs	How to connect
<b>Face to face counseling</b>	Connect with a licensed professional counselor for confidential in-person sessions.	Experiencing: <ul style="list-style-type: none"> <li>• Depression</li> <li>• Stress</li> <li>• Anxiety</li> <li>• Chronic pain</li> <li>• Substance abuse</li> <li>• Emotional health challenges</li> </ul>	Eight sessions at no cost for each unique presenting challenge.	Call the EAP line 24/7 at <b>1-800-865-1044</b> .
<b>LiveHealth Online (LHO)</b>	Connect to a licensed therapist through video using your smartphone, tablet or computer with a camera.			Call the EAP line 24/7 at <b>1-800-865-1044</b> . A representative will provide you with a coupon code and instructions on how to access sessions.
<b>Talkspace</b>	Engage in counseling from the convenience of your device. Messages and live sessions through text, talk or video.			Call the EAP line 24/7 at <b>1-800-865-1044</b> OR visit <a href="#">Talkspace</a> online and register. When prompted, enter Organization Code "University of Louisville."
<b>Learn to Live (Emotional well-being resources)</b>	Digital program that uses cognitive behavioral technology  Receive support to help you live your happiest, healthiest life with digital tools to help you identify thoughts and behavior patterns that affect your emotional well-being and work through them.  Receive help from a coach and peers who will support you along the way.	Experiencing: <ul style="list-style-type: none"> <li>• Stress</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Substance use</li> <li>• Sleep issues</li> </ul>	Unlimited access. No cost. May be used in conjunction with any other services.	Visit the <a href="#">Anthem EAP site</a> and enter "University of Louisville"; then select Learn to Live.

You can choose continued coverage through your UofL medical plan after your free sessions. Because UofL also uses Anthem for medical coverage, you can use your same in-network counselor if needed after your eight sessions and pay the in-network cost. If you do not have UofL medical coverage, work with your EAP counselor to discuss options to continue your care, if needed.

Contact Anthem’s EAP to get connected to a counselor and other resources. Their 24/7 representatives will help direct you to the resource that’s right for you.

**Need immediate support?**

If you are having a personal crisis or emergency, such as facing an abusive situation or having suicidal thoughts, EAP trained therapists will help. Call **1-800-865-1044** or go online to [anthemEAP.com](http://anthemEAP.com) for critical event support 24/7.



## Other EAP Services

Juggling family, home and work life can be a challenge. The EAP Work/Life services are here to help you feel covered, protected and confident.

### Who is eligible:

All UofL employees and family members are eligible for the work/life programs offered through the EAP, regardless of enrollment in a UofL medical plan.

### What you receive:

- **Dependent childcare and elder care**
  - Phone consultations with a work-life specialist
  - Online information about childcare, adoption, elder care and assisted living
  - Help with pet sitting, moving and other common needs
- **Digital tools** (e.g., self-assessments, well-being articles, podcasts and monthly webinars)
- **Legal consultation:** 30-minute phone or in-person meeting per event
- **Financial consultation:** Unlimited phone meetings with financial professionals on financial matters such as with estate planning, debt and tax considerations
- **ID recovery:** Help reporting to consumer credit agencies and assistance with paperwork and creditor negotiations

### How to Connect with Anthem EAP:

Go to [anthemEAP.com](https://anthemEAP.com) and enter your company code to log in:  
University of Louisville. Or, call **1-800-865-1044**.

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## On-Campus Resources and Support Groups

Self-care is critical to your emotional well-being. UofL offers stress and resilience classes to all employees through Health Promotion, a division of Campus Health Services.

### Get connected to classes on:

- Yoga
- Mindfulness
- Chair Massage
- And more!

Sign up for upcoming classes through the [Health Promotions well-being page](#).

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## MetLife Grief Counseling

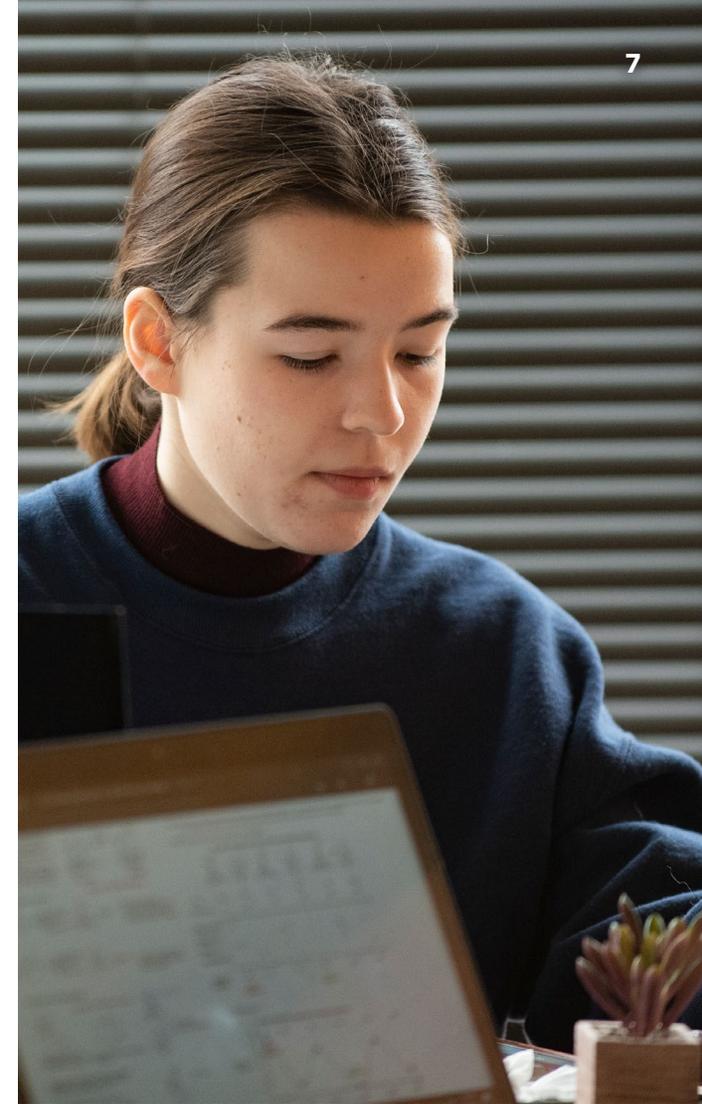
Grief comes in many forms and affects us in different ways. Grief can be a response to the loss of a loved one, ending a relationship, receiving a serious medical diagnosis, losing your job or experiencing any other type of loss. LifeWorks provided by MetLife offers resources at no cost to you.

### Who is eligible:

The program, LifeWorks, is available for all employees covered by UofL's Basic Life insurance plan, whether or not you are enrolled in a UofL medical plan.

### What you receive:

- **Counseling:** Five face-to-face or virtual sessions with a licensed counselor. Help is available 24/7
- **Legal consultation:** 30-minute consultation with a LifeWorks attorney to help you make informed decisions pertaining to a loss
- **Financial consultation:** 1-hour session with a financial planner to assist with education, strategies and options
- **Funeral assistance services:** Get funeral home and cemetery referrals, funeral cost estimates, help with backup dependent care and more
- **Self-help resources:** Digital information on end-of-life issues, what to do after the death of a loved one, funeral and memorial planning and more
- **Will preparation:** Prepare a will with an attorney or use online will preparation tools
- **Estate resolution services:** Settle an estate



### How to connect with LifeWorks:

Call: **1-888-319-7819**

Visit: [metlifegc.lifeworks.com](https://metlifegc.lifeworks.com)

User Name: metlifeassist

Password: support



## UofL Medical and Prescription Benefits Supporting Emotional Well-being

Your UofL medical plan through Anthem and prescription drug benefits through Express Scripts provide coverage to support you. Start with your primary care physician to talk about the right treatment plan, whether it be counseling services, inpatient or outpatient psychotherapy, medication or more.

### Who is eligible:

All employees who elect UofL medical benefits are eligible to receive mental health and prescription drug benefits.

### What you receive:

Your UofL medical plan provides coverage to support your mental well-being. And, if you and your doctor decide that medication is best in helping manage your emotional well-being, know that your prescription drug program covers medication for anxiety and depression.

For coverage details, go to the [Medical Coverage benefits page](#) to review your particular plan.

### Talk to a doctor virtually

You can receive emotional well-being care from doctors in the comfort of your own home. Your provider may offer telehealth options (just ask). Or, you can talk to a telehealth doctor through Anthem's [LiveHealth Online](#) (cost depends on your medical plan, UofL medical plan enrollees see the 2023 Main Benefits Guide for the cost).

To get started, simply go to [livehealth.com](https://livehealth.com) or call **1-888-548-3432**.

### Understand your drug coverage

Many generic medications bought through home delivery are covered at 100%.

Log into [www.express-scripts.com](https://www.express-scripts.com) or call **1-800-298-6890**.



## Talk with Experts About Your Prescription Drugs

Know Your Rx Coalition (KYRx) offers free prescription counseling services that can help you control your prescription costs. Contacting a pharmacist at KYRx can help remove the stress of navigating the prescription benefit.

### Who Is Eligible:

This service is available to any employee enrolled in one of the UofL medical plans.

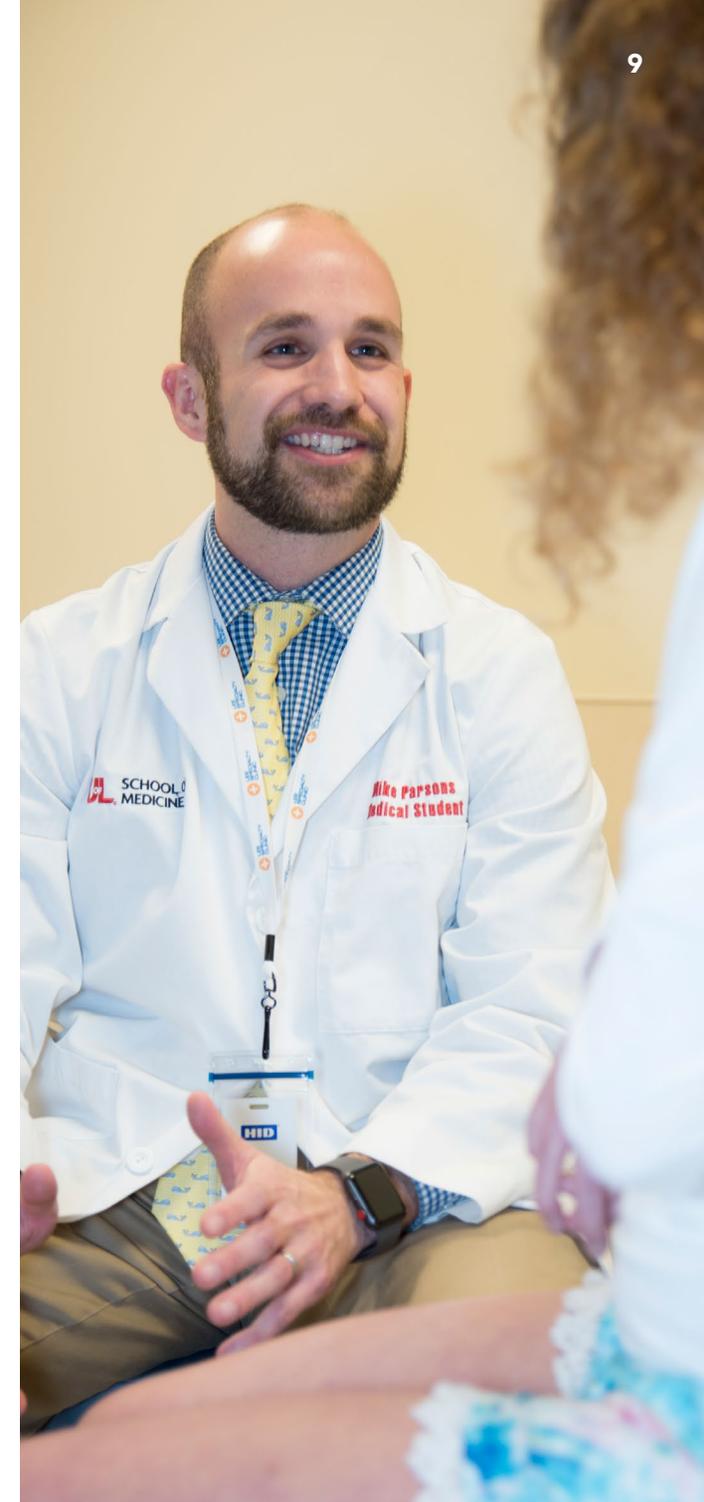
### What You Receive:

Know Your Rx includes guidance in the following areas:

- Find lower cost alternatives
- Help with home delivery
- Ask about side effects, drug interactions and over-the-counter medications

### How to connect with KYRx Coalition:

KYRx Coalition is available M-F 8:00 a.m. to 6:00 p.m., at **1-855-218-KYRx** or online at [kyrx.org](https://kyrx.org)





## Taking part in care coordination pays too!

You get wellness points toward your \$40/monthly incentive off your medical premium. Learn more about the program on our [well-being page](#).

# Chronic Condition Support Program (CCS) for Depression

**Chronic Condition Support through Health Advocate** helps you to coordinate your care plan for managing diagnosed depression.

### Who is eligible:

You, your spouse and dependents age 18 and older covered under your UofL medical plan.

### What you receive:

Through the Chronic Condition Support Program, you'll receive regular confidential phone sessions with a Nurse Coach who will help you manage your condition and improve your health and quality of life. The nurse coach will:

- Discuss your diagnosis, health history and any other health concerns
- Work with you to develop an action plan
- Send regular reminders about important tests, screenings and checkups to help you stay on track
- Provide insights and tips on lifestyle habits to help you manage and/or improve your condition
- Help you identify worsening symptoms so you can be proactive in managing your diagnosis

### How to connect with Health Advocate:

**1-866-799-2731**

Web: [HealthAdvocate.com/UofL](https://HealthAdvocate.com/UofL)



## Employee Support at UofL

Overall well-being isn't just about our physical health. It's also about our emotional, social and financial well-being, and it's something we think about, discuss and act upon year-round. At the University of Louisville, we offer a variety of resources in each area that you can use to improve or maintain well-being.

### Emotional and Social Support

**Employee Resource Groups:** Employee Resource Groups (ERGs) support our vision to be a great place to work. They promote a climate of inclusion and provide a place where employees can come together to network, create a strong sense of community and share their concerns with others.

**Learning Cafes, Workshops, Coaching Circles and More:** The Employee Success Center is fully dedicated to supporting and promoting employees, culture and engagement while integrating the Cardinal Principles into the institutional fabric of the university. The center does this by hosting:

- **Learning Cafes.** Learning Cafes focus on employee professional and personal growth.
- **Coaching circles.** Coaching circles are organized groups of university faculty and staff who come together in support through conversations about challenges university faculty/staff are facing.
- **Mentoring programs.** Mentoring programs are designed to create mentoring relationships that provide a sense of connection to the greater campus community.

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## EMPLOYEE SUPPORT AT UofL (CONTINUED)

### Financial Support

**The Staff Help Assistance Relief Effort (SHARE) Program:** The SHARE program provides financial assistance to staff who are unable to meet immediate, essential expenses due to financial hardship resulting from an emergency situation. For more information or to request assistance, visit the [Staff Senate SHARE](#) page.

**Retirement Planning.** We have designated two companies to invest employee plan contributions: Fidelity Investments and TIAA. Their services include, but are not limited to, assistance in choosing a fund, providing account and income information, rollovers, transfers, tax questions (withdrawal penalty, minimum distribution, federal withholding) and more. Both TIAA and Fidelity host webinars for UofL employees at no cost. Visit the [HR retirement page](#) to learn more.

**Family Medical Leave Act (FMLA).** The university offers several programs to enhance work-life harmony, including a generous paid time off package, ability to work remotely and extended paid holiday leave in some instances. Family and medical leave provides eligible employees with up to 12 weeks of leave per year. Visit the policies webpage to review FMLA eligibility. Employees should contact Human Resources for additional information or to request family medical leave.

**Parental Leave.** Upon hire, UofL provides up to six weeks of paid parental leave for employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption.

If you are a faculty employee, Faculty Affairs can also assist you. If you are a staff employee, the leave administrator in HR can also assist you.

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## Other Helpful Resources

Please take advantage of these free resources as needs may arise for you or your loved ones:

- **Suicide Risk:** Contact the National Suicide Prevention line at 1-800-273-TALK (8255) or text HELLO to 741741.
- **LGBTQ+ Suicide Risk:** the Trevor Project is the world's largest suicide prevention and crisis intervention for LGBTQ+ individuals. Contact the Trevor Project by texting START to 678-678 or by calling 1-866-488-7386.
- **Eating Disorder Help and Support:** Call or text the National Eating Disorder Association helpline at 1-800-931-2237.
- **Breathing Mindfulness:** if you're an Apple Watch user, take advantage of the Breathe app to relax and be mindful of your breathing. The Breathe app comes as standard with the device.
- **Daily Meditation:** Download the Calm app on your mobile device to take advantage of daily 10-minute meditations to relax and reset.

<sup>1</sup> The State of Mental Health in America, 2022 <https://mhanational.org/issues/state-mental-health-america>

<sup>2</sup> More than a quarter of U.S. adults say they're so stressed they can't function, 2022 <https://www.apa.org/news/press/releases/2022/10/multiple-stressors-no-function>

<sup>3</sup> Panchal, N., Kamal, R., Cox, C. et al.: The Implications of COVID-19 for Mental Health and Substance Use (February 10, 2021). [Kff.org](https://www.kff.org)