



HR Guide to Mental Health Resources

Having access to mental health resources is important to the overall well-being of our employees. The following information is a guide for the HR teams so that you can direct employees to appropriate resources or answer their questions. Much of this information can also be found in the benefits guidebook.

IPG Virtual Benefits Site

This site is a great first step for employees to explore their benefits, and there are flyers and videos specific to the mental health resources described below that are posted on this site. Employees should be directed to myIPGbenefits.com.

Employee Assistance Program or EAP

The EAP, CCA@YourService, is available at no cost to all employees, their families, and anyone important in their daily lives. Employees can reach out for assistance 24 hours a day by calling **1-800-833-8707**, and they can receive up to eight free counseling sessions per issue. Additionally, confidential referrals to resources and assistance can provide access to such services as financial and legal consultation, parenting and family services, pet care, and convenience services. The website also provides access to various webinars and other helpful resources: myccaonline.com (Company Code: IPGUS). As a reminder, the **EAP is available to all employees regardless of their benefit enrollment.**

Sanvello

Sanvello helps to dial down the symptoms of stress, anxiety and depression with an app that is based on the principles of cognitive behavioral therapy and mindfulness meditation. The Sanvello app offers online self-care, peer support, coaching and therapy tools that employees can access when and where needed. To get started, employees may download the Sanvello app to their smartphone or other device at the App Store® or Google Play™. Premium content on the app is available to UnitedHealthcare members at no additional cost when they enter their member ID.

[UnitedHealthcare programs:](#)

Behavioral Health

Enrolled employees and their dependents have access to eligible inpatient and outpatient mental health and substance abuse care including treatment for depression,

stress management, alcohol and drug dependency, eating disorders, autism diagnosis and treatment, and others. Employees may log into **liveandworkwell.com** (administered by Optum, a subsidiary of UHC) and search for in-network providers by specialty, and for providers who conduct virtual visits they can even schedule an appointment via the site. If an employee has used an out-of-network provider, they may submit a claim electronically through Live and Work Well. The co-pay for an in-network office visit is \$30 (applies to virtual visits as well), and those enrolled in the CDHP would be subject to the deductible and co-insurance.

If employees prefer to speak to someone live, they may call **1-866-679-0946** for guidance as to how to navigate their mental health needs, in-network providers, and plan-specific information.

The Substance Use Support Hotline is also available at: **1-855-780-5955**.

TalkSpace

With Talkspace online therapy, employees can regularly communicate with a therapist, safely and securely by phone or desktop. They can message a licensed therapist 24/7 and start therapy within hours of choosing a therapist. Therapists respond daily, five days a week, and live video sessions are available when needed. Talkspace is private, confidential, and convenient. Employees may start by downloading the Talkspace app on their mobile phone or desktop computer then they may register (first time only) and choose a provider at **talkspace.com/connect** to start messaging. There is a \$30 copay per five day messaging period for the PPO plans and the deductible and co-insurance applies for the CDHP. A provider's specific cost is listed on the site (applies to CDHP only). A credit card, HSA, or FSA card to pay the appropriate copay or provider fee according to plan enrollment.

[Additional HR Resource:](#)

IPG UHC HR Hub Page

This website is for HR use only and contains information for many UHC programs with flyers and contact information that can be distributed to employees. There are general behavioral health flyers as well as more specific information related to substance abuse, eating disorders, and autism therapies. Please use this site as a resource whenever needed: **<https://ipghrhub.uhc.com/>**