



Information on COVID-19 – Here4TN Can Help You

If you believe you might have been exposed to COVID-19 or have symptoms, call your primary care provider right away. Your provider may offer a telehealth or virtual option and determine if additional testing is needed.

For non-COVID-19 services, an Employee Assistance Program (EAP) or behavioral health virtual visit may be ideal by allowing you to stay in the safety and comfort of your home.

EAP Support for Employees and Their Families

While people may be impacted in different ways, there are support resources available to you. Your Here4TN EAP offers several coping and crisis resources for you.

- Simply log on [Here4TN.com](https://www.here4tn.com). Once there, look for the COVID-19 spotlight to access helpful information, including webinars on dealing with stress and traumatic events. If you are asked for a company code, use: Here4TN.
- The EAP provides you with someone to talk to about your feelings, concerns and questions. Services are confidential in accordance with the law, and up to five no-cost counseling sessions are also available.
- Here4TN's virtual options allow you to seek confidential care without leaving home.

Call Here4TN at [855-Here4TN](tel:855-Here4TN) (855-437-3486) or visit [Here4TN.com](https://www.here4tn.com) for support. Eligible employees, members and dependents* can utilize EAP services and resources.

Here are some additional EAP and Behavioral Health resources:

Virtual Visits: available for EAP and Behavioral Health

- Schedule a visit with a psychiatrist or therapist using secure video-conferencing

Talkspace online therapy: available for all members with behavioral health benefits

- Download the Talkspace app on your mobile device or computer
- Communicate safely and securely with a therapist from your phone or desktop
- Message a licensed therapist 24/7 – includes text, audio or video messages within the secure app

Sanvello: Sanvello is an on demand app for stress, anxiety and depression.

- Connect with powerful tools that are there for you right as symptoms come up
- Stay engaged each day for benefits you can feel
- Sanvello is compatible with iOS and Android operating systems. Members may have a better experience if they download the Sanvello app.

We are committed to making sure you have access to the information you need for the health and well-being of you and your family.

Optum has a team of experts closely monitoring COVID-19. As with any public health issue, we are working with and following all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS), Food and Drug Administration (FDA), and state and local public health departments in supporting your needs.

***EAP Eligibility**

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

- **Note** – The five EAP visits per year, per issue are per individual. Members are ineligible for EAP visits while they are currently receiving Behavioral Health services.

Local Education, Local Government, COBRA and Retirees: EAP services are available to those who are enrolled in medical insurance. Dependents are eligible even if they are not enrolled in medical insurance.

- **Note** – The five EAP visits per year, per issue are per individual. Members are ineligible for EAP visits while they are currently receiving Behavioral Health services.

This service is confidential in accordance with the law. 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 is subject to change. Coverage exclusions and limitations may apply.