

Referral Guide to Baystate Health Emotional and Mental Health Resources (as of 4/24/20)

Please note: This document is a resource for Program Providers and Facilitators, HR and Hotline staff. This is not for handing out to employees/participants. Thank you. For questions email: BaystateHealthy@bhs.org, lisa.bowler@bhs.org, or jennafer.bishop@bhs.org This is a live document and the most current version can be accessed: [The Hub>BaystateHealthy>Baystate Healthy Ambassadors>Emotional Support Directory](#)

Visit the Baystate Healthy website for the full suite of employee well-being programs and resources:

From Work: [The Hub>Baystate Healthy](#) (quick link on the Hub home page)

From Mobile or Home: www.baystatehealth.org. At bottom of home page, select *For Healthcare Professionals*. Select *Employee Resources*. Select *In This Section - Baystate Healthy* (no network ID or pwds)

Mental and Emotional Health and Physical Health

Program Name:	WorkLife and EAP Support
Vendor Partner:	Magellan Health
Website:	The Hub>BaystateHealthy>WorkLife and EAP Support (this is where you will also find link to the recorded webinar).
Phone #:	1-800-888-6332. Answered by licensed clinicians, 24/7/365. 100% confidential participation in this program.
Eligible Audience	Every Baystate employee, their dependents and their household members
Cost:	The full cost is covered by Baystate Health. There is no cost to the employee.
Description	On March 19, 2020 Baystate entered into a new partnership for worklife and EAP services. These expanded services will be offered by Magellan Health, a preeminent provider experienced in support for healthcare organizations like ours.
	Intake Call: Every call is answered by a licensed clinician, who listens and triages to most appropriate/priority resources. As for counseling intervention: Intake clinicians provide immediate response for crisis/emergency/life threatening. Emergent issues: counseling within 6 hours. Urgent issues within 48 hours. Routine clinical-- will be able to book an appointment with local counselor within 10 business days (but typically most appts are made within 3-5 business days)
	Counseling & Concierge – support from a network of licensed local counselors who can provide support for challenges such as stress, anxiety, coping skills, grief, relationship concerns, substance abuse and more . Up to 6 visits per year, per need/issue for every household member. Available via video conference and phone. Employee calls Magellan and establishes their availability, Magellan locates local available counselor and employee books/confirms with local counselor.
	Coaching - support with problem solving and accountability for things like stress, relationships, parenting, healthy habits, mild substance use. Licensed coaches help to motivate and remove barriers to you to achieve the goals most important to you. These do not count towards the 6 session limit above.
	Online programs and Apps - These self-guided DCBT programs are confidential and address anxiety, insomnia, chronic pain, depression, obsessive compulsive disorder, and substance use disorder . <ul style="list-style-type: none"> • FearFighter® -Anxiety, Panic, and Phobia • MoodCalmer - Depression and Low Mood • Restore® - Insomnia and Sleep Problems • Comfortable® -Chronic Pain • OCFighter - Obsessive Compulsive Disorder • Shade -Addiction: Alcohol/Drug Use <p>To obtain access code for the Magellan Health apps, first create an account at</p>

	<p>MagellanAscend.com. Once on the website, create an online account to have full and confidential access to these resources.</p> <ol style="list-style-type: none"> 1.Select the blue Find My Company/Log In - upper right 2.Select the tab "Log In" 3.Select "Sign Up" 4.Complete the registration form 5.Select "Get Started", then visit the Self-care program page and click "Begin an assessment"
	Legal assistance, Financial coaching & Identity Theft Resolution - Expert consultation, free online library with resources for identity theft resolution, budgeting, debt management, family law, wills, etc.
	Worklife Support - Expert guidance and personalized referrals; including childcare, adult care, education, home improvement, consumer information, etc.
	Critical Incident Response- CIR (see CIR section below)
Program Name	meEquilibrium (meQ)- Online Program and App
Website:	To access the program: log into your WebMD portal (www.webmdhealth.com/bhy) and click the card on your homepage under Your Sponsor section that says "Beat Stress with MeQ". Once you initiate your first login, download the meEquilibrium app from your tablet or phone for easier return access. For more information about meQ, go to The Hub>Baystate Healthy>Mental and Emotional Well-being.
Eligible Audience	All FT and PT employees who are eligible for medical benefits, however they do not need to be enrolled in the BH-HNE medical plan.
Description	A skill-building platform built on the science of positive psychology, mindfulness and CBT. The meQ program begins with a clinically validated assessment to learn your meQ personality, sources of stress and top lifts and drags. The assessment helps you uncover your natural thinking and response style to unlock your personal journey to finding peace from within. Using your personalized journeys you can create new habits and ways of thinking through the interactive lessons, guided video experiences, meditations, deep breathings exercises and readings.
Cost:	The full cost is covered by Baystate Health. There is no cost to the employee.
COVID Initiative	COVID-19 Employee and Family Well-being Resources
Website:	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19
Eligible Audience	Employees, Family, Community, as applicable
Description	This webpage is chock full of resources to support targeted needs during the pandemic. It includes resources to help employees cope with the pandemic, emotional support, build resiliency skills, financial resources, webinars, parenting support and childcare for essential workers, pop-up markets at each hospital, RVs for Healthcare Heros.
COVID Initiative	COVID-19 Hotline- Option 4 Emotional Support
Website	Information on this hotline option is located: The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>
Phone	413-794-6045 Option 4- Emotional Support, 24/7, Confidential
Description	Beginning Wed, April 22, the Baystate Social Work Department will be facilitating a 24/7 confidential emotional support hotline open for any employee to access. Social Workers are trained, licensed clinicians well-positioned to support employees through these times and will be referring to further resources if needed. They can assist with a wide range of support such as but not limited to; therapeutic listening, venting daily stressors, learning ways to cope & relaxation techniques, processing a

	healthy work life balance, addressing compassion fatigue and fears surrounding COVID at work and home.
	Along with immediate emotional support, the team will be providing information on resources and making referrals to programs and services for continued support.
COVID Initiative	Caring for Caregiver in a Time of Crisis (CCTC)- Virtual Group Meeting Webinars and Onsite Workshops
Website	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>
Description	A series of virtual group sessions created by the department of psychiatry to address the response to the pandemic. Sessions focus on resiliency, emotional support and coping skills. Other sessions to be added on an as needed basis and will be added to the webpage.
	1st Workshop: Pandemic Response Resiliency Workshop - During a pandemic response, healthcare workers are at risk for emotional distress which is a function of the unique challenges of the role (not the individuals in the role!). This workshop reviews: signs of psychological distress, ways to identify and build resilience, techniques for relieving stress, emotional supports and Baystate Healthy programs and resources. Geared towards healthcare/frontline staff.
To enroll	Individual team members can sign-up to participate in a scheduled virtual group meeting, via the link on the site. These are being held multiple times per day, several days per week to accommodate various schedules. In-person sessions for work teams, can be scheduled by contacting Giselle.Hernandez@baystatehealth.org
Eligible Audience	Any employee can enroll in a scheduled group virtual workshop. Managers can request to have a private workshop scheduled for their team--to do so they contact GiselleHernandez@baystatehealth.org
Cost	The full cost is covered by Baystate Health. There is no cost to the employee.
COVID Initiative	Pandemic Response Resiliency Workshop (For non- healthcare/frontline health care staff)- Virtual Group Meeting Webinars Starting May 1
Website	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>
Description	This webinar is in development and is modeled after the Pandemic Response Resiliency workshop, but the focus is on non-frontline/non-patient facing staff. The name may change- check website for current information. During a pandemic response we are at risk for emotional distress. This workshop reviews: signs of psychological distress, ways to identify and build resilience, techniques for relieving stress, emotional supports and Baystate Healthy programs and resources. Individual team members can sign-up to participate in a scheduled virtual group meeting. These are slated to begin May 1 and will be held several days per week to accommodate various schedules.
Eligible Audience	Any employee can enroll in a scheduled group virtual workshop. Managers can request to have a private workshop scheduled for their team--to do so they contact GiselleHernandez@baystatehealth.org
Cost	The full cost is covered by Baystate Health. There is no cost to the employee.
Ongoing and COVID Initiative	Compassionate Caring - through BMC Spiritual Services
Website	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>

Phone #:	413-794-2899 or page 42899. 24/7, Confidential.
Description	Baystate Spiritual Services team of interfaith chaplains, offer spiritual care and support to individual of all faiths or no particular faith. This care-in-the-moment provides a short period of rest or relief and can support needs around; loss of a patient, personal loss and bereavement, personal trauma triggered, prayer and blessing, moral distress, challenges with patient care, loss of co-workers, processing feelings about work, workplace violence, personal religious or spiritual questions, struggle with purpose, relationship issues, ethical dilemma and religious beliefs, compassion fatigue or burnout, staff memorial services, spiritual resources in the community, wedding officiant services, other religious rituals.
Eligible Audience	Onsite support for BMC nursing units and other BMC departments by request. Telephonic support for any employee across the organization. (during pandemic)
To enroll	Throughout the year, chaplains do regular rounding on various BMC nursing units (M-F) and during this time they are available in-person for informal support in-the moment respite and spiritual practice. Mon-Sun they are also available by phone to provide spiritual support for team members across the organization during the pandemic.
COVID Initiative	Moment of Renewal- Every Friday on Workplace
Website	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Webinars and Podcasts</i>
Description	Beginning April 24, Baystate Spiritual Services will host a 5-8 minute weekly video message that focuses on hope, resiliency and uplifting the spirit. These will take place on Baystate's employee FB site, Workplace, every Friday at 12:15PM.
Program Name:	WebMD Health Coaching
Phone #:	866-513-2502
Website:	webmdhealth.com/bhy
Eligible Audience	All FT and PT employees who are eligible for medical benefits, however they do not need to be enrolled in the BH-HNE medical plan.
Cost:	The full cost is covered by Baystate Health. There is no cost to the employee.
Description:	How well we sleep, how much we move our bodies and what we eat all are the foundation to how we think, feel and act. The rested, well fed, clear-minded version of ourselves are in a much better position to take on the challenges of the day, especially in times of stress. WebMD coaches provide support in making healthy lifestyle changes stick.
Types of Health Coaching	Lifestyle coaching- addresses a wide-range of well-being factors like stress, energy, diet, exercise, sleep, and more.
	Weight Management coaching- a one-year program dedicated to managing weight as part of improving overall well-being. Click on the banner below to learn more about this program.
	Physical Health Condition Management coaching- Dedicated to managing chronic conditions as a part of improving overall well-being. For those with asthma, diabetes, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD) and heart failure.
	Tobacco Cessation coaching- A 3-month program dedicated to stopping tobacco use as part of improving overall well-being. Integrates telephonic coaching, online resources, and Nicotine Replacement Therapy.

To enroll in Health Coaching	Employees first need to take the WebMD Health Questionnaire in their WebMD Portal (www.webmdhealth.com/bhy). Depending on the employee's responses to the questionnaire, a WebMD Health coach will reach out directly within 30 days or if stratified into a "low-risk" category for coaching, employees will need to make direct outreach to the coach by calling 866-513-2502 or by using the "Coach Connect"; the secure messaging center in their WebMD portal/Coaching. For more information about coaching go to The Hub>Baystate Healthy>Health Coaching.
Program Name:	Ompractice
Website:	ompractice.com/baystate
Description	All Baystate team members have unlimited access to more than 70 remote group yoga and mindfulness classes on the weekly schedule—all from the comfort of your own home—at 40% off the public membership fee. These are live, online group classes via two-way video, with teachers who can see and support you in real time.
Eligibility	All Baystate Health employees
Cost:	1 week Free Trial. If you choose to enroll, unlimited class access for \$19.99/month or \$149.99/yr! Plus, this program qualifies for the \$150 Fitness and Stress Reduction Reimbursement for HNE plan members.
Program Name:	Other health, fitness, nutrition, financial well-being programs, etc
Visit the Baystate Healthy website for the full suite of employee well-being programs and resources	
From Work: The Hub>Baystate Healthy (quick link on the Hub home page)	
From Mobile or Home: www.baystatehealth.org . At bottom of home page, select For Healthcare Professionals. Select Employee Resources. Select In This Section - Baystate Healthy (no network ID or pwds!)	
Eligible Audience	All FT and PT employees who are eligible for medical benefits, however they do not need to be enrolled in the BH-HNE medical plan.
Critical Incident Response and Management Support	
Program	Magellan's Workplace Support team (through new program WorkLife and EAP Support)
Contact	1-800-888-6332 Available 24/7/365, Confidential
Website:	The Hub>BaystateHealthy>WorkLife and EAP Support. Scroll down to Manager Support
Description	Critical Incident Response (CIR) - Magellan's team of Workplace Support specialists offer CIR when a traumatic event occurs. CIR services can help minimize the long-term effects on staff and the organization. Magellan's centralized, dedicated team of specialists are clinical professionals specially-trained to handle sensitive situations. The team is available 24 hours a day, 365 days a year, and has an average of 17 years of experience. CIR counselors help staff process and cope with the emotional and physical impacts of a traumatic event by fostering their natural resilience, coping skills and strategies. A broad range of services are available, and they are deployed according to your organization's unique needs. Services include Psychological First Aid (PFA), Management Consultations, group and individual support to affected staff members and telephonic crisis support. Services are confidential and provide staff members with the resources and support they need to manage potential stress and return to their regular lives. They are available during the pandemic, however, rather than come onsite as would normally be done, the counselor would provide virtual group support and could be available during the course of the day for individual support. Details are worked through with the leader and the Workplace Support team.

Description	Management Consultations- Call for a confidential management consultation on how to approach team dynamics or individual concerns including; Explaining how to offer assistance in the most productive and appropriate manner, Offering suggestions on how to approach a referral and identify important actions to document, Providing guidance on how to communicate a performance issue to an employee, Discussing options for dealing with a difficult situation.
Eligibility	All Baystate Health Supervisors and above and HR
Cost:	The full cost is covered by Baystate Health. There is no cost to the employee.
COVID Initiative	Psychological First Aid for Frontline Staff (A form of CIR, provided by BH Psychiatry)
Contact	Magellan Workplace Support at 1-800-888-6332. Managers should reference that are interested in CIR, with a request to schedule for the one provided through Baystate's psychiatry department.
Description	Baystate's department of Psychiatry is providing Psychological First Aid (PFA) to BMC Nursing units with the highest concentration of COVID-19 patients. PFA is designed to reduce initial distress and foster short and long term adaptive functioning and coping. These are open hours/drop in opportunities for team members in these units , provided at regular times with locations adjacent to those units. If you need more direction where these are located, contact Giselle.Hernandez@bhs.org
Eligible Audience	Requests for this level of support would come through the manager/leader of the clinical/frontline unit. The service is for individual team members on high-COVID units. Currently serving BMC Daly 6, Daly 4 MICU and SICU unit (previously MM3, 5,6,7). The psychiatry department may be able to support needs requests on from other clinical/frontline units as well as BNH, BWH, BFMC, BMLH but on a case by case basis, as their ability to staff it allows. All CIR requests are directed to Magellan. If interested, managers and above should contact Magellan Health who will notify Baystate of your request.
COVID Initiative	Emotional Support Response for Teams (a form of CIR, provided by BH licensed clinicians) Slated to begin in May
Website:	The Hub>BaystateHealthy>WorkLife and EAP Support. Scroll down to Manager Support
Contact	Magellan Workplace Support at 1-800-888-6332. Managers should reference that are interested in CIR, with a request to schedule for the one provided through Baystate's Licensed Clinician team.
Description	This is a form of CIR for intact work teams that will provide opportunities to learn coping skills as well as discuss challenges that are impacting team function. These virtual group meetings will be provided by licensed clinicians at Baystate Health. Plan to begin in May, check the website for current details.
Eligible Audience	Requests for this level of support would come through the manager/leader of the department agers (non-clinical/non-frontline). The service would be delivered to the department via a virtual group meeting format.
HNE Behavioral Health Insurance Coverage	
Program	Health New England Health Insurance
Phone #:	413-787-4004 or 800-310-2835 or TTY: 711
Eligible Audience	Employees and family members enrolled in the BH-HNE medical plan
Website:	The HUB>Benefits>Medical Insurance /// Review plan documents; Summary Plan Descriptions, etc. Union employees should refer to their specific plan documents.

<p>Description</p>	<p>COVID-19 Health Plan Provisions (effective March 6, 2020): there is no cost to BH-HNE plan members during this pandemic for the following services: all telemedicine services by any provider, in-network or out-of-network for any conditions including behavioral health, all medically necessary emergency department and inpatient services, including all professional, diagnostic and laboratory services, related to COVID-19 at both in-network and out-of-network providers. Otherwise, Behavioral Health Coverage (includes mental health and substance use) is as follows: Inpatient: No deductible/\$700 copay for Tier 1-Baystate/Baycare for members of the Baystate Advantage Plus Medical Plan and Deductible, then 10% coinsurance for Tier 1-Baystate/Baycare for members of the HSA Medical Plan. Outpatient: No deductible/\$25 copay for members of the Baystate Advantage Plus Medical Plan and Deductible, then 10% coinsurance for members of the HSA Medical Plan.</p>
<p>Description</p>	<p>Teladoc; Telemedicine for behavioral health needs: Therapists and psychiatrists available through Teladoc. Per COVID-19 Plan Provisions (effective March 6, 2020); there is no cost to BH-HNE plan members for telemedicine services, including behavioral health, during this pandemic period.</p>
<p>Description</p>	<p>Substance Abuse Programs/Resources: Call HNE for approaches and resource navigation via HNE case managers.</p>