

## Referral Guide to Baystate Health Emotional and Mental Health Resources (as of 11/27/20)

**Please note: This document is a resource for HR, Hotline staff and other program facilitators. This is not for employee distribution. Thank you.** For questions email: BaystateHealthy@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](http://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. Employee calls Magellan and establishes their availability, Magellan locates local available counselor and employee books/confirms with local counselor.

Counseling is available through local counselors as well as access to a nationwide network of tele-mental health therapists. In addition, web chat therapy and text therapy are also available.

**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 .

- **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><b>To obtain access code for the Magellan Health apps, first create an account at <a href="http://MagellanAscend.com">MagellanAscend.com</a>.</b> Once on the website, create an online account to have full and confidential access to these resources.</p> <ol style="list-style-type: none"> <li>1. Select the blue Find My Company/Log In - upper right</li> <li>2. Select the tab "Log In"</li> <li>3. Select "Sign Up"</li> <li>4. Complete the registration form</li> <li>5. Select "Get Started", then visit the Self-care program page and click "Begin an assessment"</li> </ol>
	<p><b>Legal assistance, Financial coaching &amp; Identity Theft Resolution</b> - Expert consultation, free online library with resources for identity theft resolution, budgeting, debt management, family law, wills, etc.</p>
	<p><b>Worklife Support</b> - Expert guidance and personalized referrals; including childcare, adult care, education, home improvement, consumer information, etc.</p>
	<p><b>Critical Incident Response- CIR (see CIR section below)</b></p>
	<p><b>Parenting Support During COVID and beyond...</b></p>
	<p><b>WorkLife Specialists</b>  Personalized assistance is available to support parents seeking childcare, back-up care, before/after school programs, remote learning support, extracurricular programs and summer camps, tutoring, parenting support, and virtually any parenting-related question or request. Based on the employee's needs, the specialist will research and then provide resources and referrals back to the employee. For example, if seeking childcare, the specialist will contact local providers to locate at least one option with availability and best matched to the employee's request. This service is confidential, and available 24/7 at no cost. Call WorkLife and EAP Support at 800-888-6332 and ask to speak with a "WorkLife Parenting Specialist."</p>
	<p><b>Parenting Guide</b>  This <a href="#">parenting resource guide</a> provides a high-level overview of the parenting support resources available for Baystate Health team members and their families. The guide covers information on child care solutions, financial resources for families, programs to support child(ren)'s emotional and physical health, and their education.</p>
	<p><b>Guide for Parents &amp; Caregivers of School-Aged Children during COVID-19</b>  This <a href="#">COVID-19 school-aged children parent guide</a> covers the many different aspects of parenting during this time, such as strategies for managing work, learning and parenting, in-person learning support, support for remote learning at home, support for remote learning outside of home, talking to your child about school during COVID-19, and taking care of yourself.</p>
	<p><b>Parenting Webpage</b>  The Baystate Healthy website provides resources and program information for parents of children in utero through college. The <a href="#">Parenting &amp; Pregnancy webpage</a> covers: Pregnancy, Breastfeeding and Adoption, Care options for your child, Parenting Support, Your child's physical and emotional health, You Family's Finances, Your Child's Education, and Resource Guides by Child's Age and Stage.</p>
	<p><b>Parenting during COVID-19 Webinars/Workshops:</b></p> <p><b><i>Resilience and Emotional Support Workshop's for Parents and Families</i></b>  This special series of workshop sessions were developed under the <i>Caring for the Caregiver in a Time of Crisis</i> series, by the department of Psychiatry. The sessions are</p>

	<p>designed to support Baystate employees who are parents or caregivers to children of all ages with the unique challenges facing families during the pandemic.</p> <ul style="list-style-type: none"> <li>• Workshop #1: Parenting During COVID-19</li> <li>• Workshop #2: Pandemic Resiliency for Families</li> </ul> <p><a href="#">Click here</a> to learn more about these workshops and to view a recording.</p> <p><b><i>Raising Resilient Kids Sessions</i></b></p> <p>meQuilibrium (meQ) offers 3 “skill” sessions on how to raise resilient kids. The 3 sessions cover:</p> <ul style="list-style-type: none"> <li>• how to model and mentor emotional control for children</li> <li>• how to set children up for success with a growth mindset</li> <li>• how to model and practice stress management techniques with kids.</li> </ul> <p>To participate in these self-directed sessions in meQ, login to your WebMD portal, click “Beat Stress with meQ” from the homepage, then once on the meQ homepage, select “Discover”, then “Skills” to find these “Raising Resilient Kids” sessions.</p> <p>Additional upcoming and recorded parenting webinars are posted as available, on the Parenting Support section of the <a href="#">Parenting &amp; Pregnancy webpage</a>.</p>
<b>Program Name</b>	<b>meQuilibrium (meQ)- Online Program and App</b>
<b>Website:</b>	<p>For more information about meQ, go to <b>The Hub&gt;Baystate Healthy&gt;Mental and Emotional Well-being</b>.</p> <p>To access the program: log into your WebMD portal (<a href="http://www.webmdhealth.com/bhy">www.webmdhealth.com/bhy</a>) 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 meQuilibrium app from your tablet or phone for easier return access.</p>
<b>Eligible Audience</b>	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.
<b>Description</b>	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.
<b>Cost:</b>	The full cost is covered by Baystate Health. There is no cost to the employee.
<b>COVID Initiative</b>	<b>COVID-19 Employee and Family Well-being Resources</b>
<b>Website:</b>	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19
<b>Eligible Audience</b>	Employees, Family, Community, as applicable
<b>Description</b>	This webpage is 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, community resources and more. You will also find recordings of several Moments of Renewal video messages by Spiritual Services, designed to bring hope and uplift your spirit.
<b>COVID Initiative</b>	<b>BH COVID-19 Hotline- Option 4 Emotional Support</b>
<b>Phone</b>	413-794-6045 Option 4- Emotional Support, 24/7, Confidential
<b>Description</b>	Option 4 connects directly to our EAP provider Magellan Health. Caller connects to Magellan and selects either “1” for life threatening emergency or “2” for Employees. The call will be answered by a Magellan Health licensed therapist.

<b>COVID Initiative</b>	<b>Caring for Caregiver in a Time of Crisis (CCTC)- On Demand Virtual and Private Group Meeting Webinars available</b>
<b>Website</b>	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>
<b>Description</b>	Webinars focus on resiliency, emotional support, coping skills and grief management.
	<p><b><i>Pandemic Response Resiliency Workshop</i></b>  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.</p> <p><b><i>Skills for Resilience and Recovery Workshop</i></b>  The skills needed for building resilience and recovery can change after the immediate aftermath of a pandemic response has passed. This program is designed to reduce distress, identify existing coping skills, improve functioning, and potentially lower the need for formal mental health treatment. Resilience is an ability that can be strengthened through the implementation of skills and strategies in the weeks, months and years after an adverse event has occurred. Participants will be taught a variety of skills in order to develop an action plan to move forward and accelerate recovery while also increasing self-competence.</p> <p><b><i>Cultivating Resilience: Coping with Grief and Bereavement During COVID-19</i></b>  The COVID-19 epidemic has led many of us to experience significant and cumulative loss. From our own personal loss, to mourning the loss of patients, and mourning our sense of normalcy, we are experiencing ongoing individual and collective grief. Further, our coping resources are under constant strain making it more challenging to cope with loss and bereavement through our traditional rituals and social supports. The workshop will acknowledge this grief, help participants learn ways to adapt and manage it, as well as make meaning from their experiences. Participants will learn ways to cope and process their grief by increasing compassion satisfaction, honoring those lost, and engaging in new social supports.</p>
<b>To enroll</b>	These workshops have been recorded and are available on demand on <a href="#">Baystate's education site</a> . If you are interested in having a live workshop for your team or workgroup, contact Giselle Hernandez at <a href="mailto:Giselle.Hernandez@baystatehealth.org">Giselle.Hernandez@baystatehealth.org</a> .
<b>Eligible Audience</b>	Open to all.
<b>Cost</b>	The full cost is covered by Baystate Health. There is no cost to the employee.
<b>Ongoing and COVID Initiative</b>	<b>Compassionate Caring - through BMC Spiritual Services</b>
<b>Website</b>	The Hub>BaystateHealthy>Employee and Family Resources- COVID 19 and <i>Select Resources to Help you Cope and Feel Better</i>
<b>Phone #:</b>	413-794-2899 or page 42899. 24/7, Confidential.
<b>Description</b>	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.
<b>Eligible Audience</b>	<b>Onsite support</b> for BMC nursing units and other BMC departments by request. <b>Telephonic support</b> for any employee across the organization. (during pandemic)

<b>To access</b>	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.
<b>Program Name:</b>	<b>WebMD Health Coaching</b>
<b>Phone #:</b>	866-513-2502
<b>Website:</b>	webmdhealth.com/bhy
<b>Eligible Audience</b>	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.
<b>Cost:</b>	The full cost is covered by Baystate Health. There is no cost to the employee.
<b>Description:</b>	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.
<b>Types of Health Coaching</b>	<b>Lifestyle coaching-</b> addresses a wide-range of well-being factors like <b>stress, energy, diet, exercise, sleep, and more.</b>
	<b>Weight Management coaching-</b> 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.
	<b>Physical Health Condition Management coaching-</b> 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.
	<b>Tobacco Cessation coaching-</b> 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.
<b>To enroll in Health Coaching</b>	Employees first need to take the WebMD Health Questionnaire in their WebMD Portal ( <a href="http://www.webmdhealth.com/bhy">www.webmdhealth.com/bhy</a> ). 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.
<b>Program Name:</b>	<b>Ompractice</b>
<b>Website:</b>	ompractice.com/baystate
<b>Description</b>	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.
<b>Eligibility</b>	All Baystate Health employees
<b>Cost:</b>	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.
<b>Program Name:</b>	<b>Other health, fitness, nutrition, financial well-being programs, etc</b>
Visit the Baystate Healthy website for the full suite of employee well-being programs and resources	
<b>From Work: The Hub&gt;Baystate Healthy (quick link on the Hub home page)</b>	
<b>From Mobile or Home:</b> <a href="http://www.baystatehealth.org">www.baystatehealth.org</a> . At bottom of home page, select For Healthcare Professionals. Select Employee Resources. Select In This Section - Baystate Healthy (no network ID or pwds!)	

<b>Eligible Audience</b>	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.
<b>Critical Incident Response and Management Support</b>	
<b>Program</b>	<b>WorkLife and EAP Support. Through Baystate's EAP Sr Consultant and Magellan's Workplace Support Services team</b>
<b>Contact</b>	<b>1-800-888-6332 Available 24/7/365, Confidential</b>
<b>Website:</b>	The Hub>BaystateHealthy>WorkLife and EAP Support. Scroll down to Manager Support
<b>Description</b>	<p><b>Critical Incident Response (CIR)</b> – When a traumatic event occurs CIR services can help minimize the long-term effects on staff and the organization. A CIR counselor helps 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 department's individual circumstance and department needs.</p> <p>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.</p> <p>To access this service, contact Magellan at the number above and Magellan will coordinate with Baystate's Sr. EAP Consultant, who will outreach to you to bring this service to your department.</p>
<b>Description</b>	<b>Management Consultations-</b> 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. Magellan's Workplace Support Services staff of licensed clinicians are available 24/7- call 1- 800-888-6332 and select option for Managers/HR.
<b>Eligibility</b>	All Baystate Health Supervisors and above and HR
<b>Cost:</b>	The full cost is covered by Baystate Health. There is no cost to the employee.
<b>COVID Initiative</b>	<b>Emotional Support Response for Teams - Provided by Baystate's EAP Sr. Consultant</b>
<b>Contact</b>	Annabel Hallgren, Sr. Consultant Employee Assistance Program (413) 209-7468 or <a href="mailto:Annabel.Hallgren@baystatehealth.org">Annabel.Hallgren@baystatehealth.org</a> Managers/HRBPs should reference that are interested in emotional support for their team when calling Annabel.
<b>Description</b>	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. An overview of resources can be provided, along with skills for relaxation, meditation, coping, and team-based emotional support will be used. The Sr. Consultant will work with the Manager/HRBP to develop an agenda that will work best for the team.
<b>Eligible Audience</b>	Requests for this level of support would come through the manager/leader of the department, or in partnership with the HRBP. All teams are eligible for this service, whether frontline staff or non-clinical. The service would be delivered to the department via a virtual group meeting format.
<b>HNE Behavioral Health Insurance Coverage</b>	
<b>Program</b>	<b>Health New England</b>
<b>Phone #:</b>	413-787-4004 or 800-310-2835 or TTY: 711

<b>Eligible Audience</b>	Employees and family members enrolled in the BH-HNE medical plan
<b>Website:</b>	The HUB>Benefits>Medical Insurance /// Review plan documents; Summary Plan Descriptions, etc. Union employees should refer to their specific plan documents.
<b>Description</b>	<b>COVID-19 Health Plan Provisions (effective March 6, 2020):</b> 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. <b>Otherwise, Behavioral Health Coverage</b> (includes mental health and substance use) <b>is as follows: Inpatient:</b> 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. <b>Outpatient:</b> 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.
<b>Description</b>	<b>Teladoc; Telemedicine for behavioral health needs:</b> 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.
<b>Description</b>	<b>Substance Abuse Programs/Resources:</b> Call HNE for approaches and resource navigation via HNE case managers.