

This document contains information on both short-term and long-term mental health support options that are available to OSU employees as a part of their benefits.

[Beyond Benefits Employee Assistance Program](#)

[Moda](#)

[Kaiser](#)

[Providence](#)

[PacificSource](#)

Short-Term Mental Health Support

Beyond Benefits Employee Assistance Program Resources

Beyond Benefits provides resources across life events and seeks to provide impactful, holistic, no-cost solutions at the right time. Areas of focus include family needs, financial needs, mental/emotional support needs and legal needs. Beyond Benefits consultants are available to create personalized action plans related to individual employee needs.

- Beyond Benefits also provides free short-term counseling with providers who can help address mental health and well-being concerns.
- Employees and their household members can access three sessions per an issue per a year. This means employees can receive more than three sessions if they have different challenges that they need support for during the year. For example, they could have three sessions for support dealing with grief and a few months later could access three sessions for parenting support.
- If an employee calls in and has a preference to see a provider of a particular ethnicity, gender, specialty, etc. the EAP will work to accommodate that preference.
- This includes preference for in person, video, telephonically, etc. services as well. With the pandemic in person options are currently limited.
- The EAP is working on an online, real time scheduling tool that members can login to the EAP portal and access. It will include provider demographics, availability, and specialties. They believe this will launch in June.
- Given the demographics in Oregon, finding an in-person Black or person of color provider in our community may be more of a challenge. However, if the employee is open to seeing someone via video or telephonically, the EAP can accommodate this.
- Nationwide, the percentage of Black counselors is just above 3%. Despite this disparity, the EAP's pool of Black providers is at 13%. They feel confident in their ability to support clients should they have this preference as they can provide support via video, chat, or telephone. The same is true of clients that would prefer to see a counselor from indigenous cultures or other cultures.

Beyond Benefits EAP support is not tied to PEBB health insurance eligibility. The following employee types can access EAP resources regardless of their appointment FTE:

- Professional Faculty
- Academic Faculty
- Classified Staff
- Graduate Assistants
- Post-Doctoral Scholars

Long-Term Mental Health Support

Accessing Mental Health Support Through OSU Employee Medical Insurance Providers Moda, Kaiser, Providence and Pacificsource

If employees who are looking for a long-term relationship with a mental health provider, they can access support through their medical insurance benefits. I reached out to our medical insurance providers to ask how employees can receive assistance finding mental health providers for their unique needs so we can provide information about how to navigate this with less barriers/frustration.

MODA

Moda has a 360 Health Navigator that members can call for assistance with accessing mental health care. The navigator will work with Moda's behavioral health team and assist the member in finding mental health providers with the specific specialty, gender, race, or ethnicity that they would prefer. Moda members can reach a 360 Health Navigator by calling: 1-844-776-1593.

Moda 360 health navigators can also help members identify, coordinate, and connect with all the Moda plan resources available including two new resources:

- **Cirrus MD telehealth option**
 - Ability to chat, text, phone, and have video meetings
 - 24/7 access in all 50 states
 - Providers can prescribe medication

- No cost sharing on all Moda plans
- Moda Health members can access Cirrus MD here: <https://www.cirrusmd.com/modahealth>
- **Meru Health-** specialized behavioral health support for depression and anxiety through a digital app members can use to:
 - Connect with dedicated therapists and psychiatrists
 - Access behavioral health treatment from the comfort of your own home
 - Track your physiological response to stress
 - Moda Health members can access Meru Health at: <https://www.meruhealth.com/modahealth>

KAISER

Kaiser has three options for accessing mental health care.

Option 1

Calling Kaiser's General Number

They can call the main line at 1-503-813-2000 and make a same day appointment with their primary care or behavioral health consultant who will perform a 20–30-minute intake over the phone and determine what the member needs are (mental, physical and/or emotional).

Option 2

Scheduling a Mental Health Evaluation

If the member knows they are specifically seeking out a mental health provider or want an addiction medicine assessment they may schedule a mental health evaluation over the phone, they can call 1-503-249-3434 or 1-855-632-8280, weekdays, 7 a.m. to 6 p.m. For psychiatric crisis services, including thoughts of suicide employees can call 24/7 at 1-866-453-3932.

Members who come through either option are usually asked if they have any specific cultural or other needs. If they are not asked, they can also share their preferences/needs. Kaiser does their best to accommodate that either internally (KP mental health providers) or externally (affiliated providers in the community that have a private practice). Kaiser has a provider directory that the appointing clinicians can reference in terms of expertise with different culture, genders etc.

Option 3

Searching Online and Calling An Advice Nurse

Kaiser's online provider search tool currently has filters for gender and language spoken. Some providers will also have a bio with their background and specialty. Employees can look at this directory and call the main Kaiser Permanente phone line 1-503-813-2000 and press option 1 to speak with an advice nurse who can set up the Behavioral Health Consult appointment for them. A Behavioral Health Counseling intake team member will call and learn about their needs to help determine which Mental Health counselor best fits their needs.

Kaiser has a mental health and wellness access map flyer that is a helpful visual on entry points of care. The access map shows who to reach out to depending on the needs and is located here: <https://kp.showpad.com/share/uf0KZQGrx3ZzTix3CnxBj>

If members are seeking wellness apps or services at no additional charge, They can find information here: (Calm, MyStrength, ClassPass, Etc.)
<https://kp.showpad.com/share/OH8JRQWJZzmsT6JqSBUGo>

PROVIDENCE

Providence has three options for accessing mental health care.

Option 1

Customer Service Assistance

Members can call and talk to the Providence customer service team and receive help finding a provider that supports certain demographics as requested by members. Providence customer service can be reached at: 1-503-574-7500 or 1-800-878-4445.

Option 2

Providence Behavioral Health Concierge Services

Providence Health Plan members and families can access virtual confidential same-day or next-day appointments at no cost to members, with Providence licensed mental health providers through the Behavioral Health Concierge Service. This includes:

- Unlimited visits in the first 90 days for help with life stressors, mental health and addiction issues
- Support for members and their families
- Counseling, care guidance and self-help tools
- Video appointments

Option 3

Online Scheduling

Providence offers psychiatrist and therapist appointments online through secure, private video-conferencing. Members can find an in-network provider [here](#). This option has limits currently. Providence is in the process of updating their provider directory so that specific demographic information is easier to determine during an online search. This increased functionality is expected by June. Providence is now including a requirement that providers share demographic information and specialties as part of their credentialing process so that Providence can be sure to capture it at the time of contracting and provide it in their new directory beginning in June.

PACIFICSOURCE

PacificSource members have two options for accessing mental health care.

Option 1

Calling Member Support Services

Members can call Member Support Services (MSS) at 1-888-977-9299. When a member calls looking for an in-network provider, customer service should ask if they have a cultural preference and ask about a language preference. Member Support Services (MSS) can further facilitate a member who has very specific requirements when looking for a provider. Not all providers provide this information and thus PacificSource can only share what they also can find. Their Member Support Specialists are pretty resourceful and will research this further if asked. Members can search online first but the online provider directory only has the option to select gender and language as “cultural” options.

Option 2

Accessing Teledoc

Teledoc is also an option for PacificSource members for Mental Health support. When a member makes a Mental Health visit with Teladoc they fill out a questionnaire and then after that they are shown a list of providers to choose from based on the questionnaire results. The list shows a picture of the provider and gives a quick bio about them as well. Members can reach teladoc by registering online here: <https://www.teladoc.com/therapy/>.