



The Network Never Sleeps.™

20  
24

# Employee Mental Health

RESOURCES GUIDEBOOK



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# What You Will Find

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**Resources Available to:**  
*All Employees*

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Employee Assistance Program	pg. 4
Crisis Hotline	pg. 5
Leave of Absence	pg. 6
Additional Resources	pg. 9

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**Resources Available to:**  
*Employees Enrolled in The Company's  
Health Plans - Administered by Medica*

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Self Care by AbleTo	pg. 7
Medica Virtual Visits	pg. 8

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All employees have access to 3 face-to-face sessions (per issue) with TELUS Health!



### How to Access:

All assistance is available 24 hours a day, seven days a week with confidential support, guidance, and resources. Call 1-800-433-7916 or visit [www.one.telushealth.com](http://www.one.telushealth.com)

Username: kgpc0

Password: lifeworks

TELUS Health EAP® App is also available for download.



# Employee Assistance Program (EAP)

All employees have access to our Employee Assistance Program (EAP) through TELUS Health. This no-cost, confidential assistance is available to you and your dependents and provides access to resources such as **three free counseling sessions/issue** or a referral to an attorney, care provider, or community resource.

The TELUS Health EAP can help you in locating referrals to resources for providers in your community. Consultations with an EAP provider include the following and more:



### Available to:

All Company employees, spouses, and dependents under the age of 26.

- Depression Management
- Stress Management/Anxiety
- Substance Abuse
- Weight Management and Tobacco Cessation Coaching
- Marital Conflict
- Child or Elder Care
- Family Conflict
- Counseling
- Financial or Legal Concerns
- Work-Life Resources
- Workplace Issues



### Cost:

Calling our EAP is free, including three counseling sessions/issue and access to online content.

Occasionally, services beyond those covered by the EAP will have a cost, and any costs associated with a service will be fully explained.

 **TELUS<sup>®</sup> Health**  
formerly LifeWorks



# Crisis Hotlines

If you or someone you know is facing a crisis, use these resources:

## The Company Employee Assistance Program

TELUS Health EAP

- Call 1-800-433-7916

## The National Suicide Prevention Lifeline

- Call 1-800-273-TALK (8255)
- Text "Connect" to 741741

## The National Substance Use Treatment Helpline

- Call 1-800-662-HELP (4357)

## 988 Suicide & Crisis Lifeline

- Call, text, or chat 988



If there is an emergency or you think you may harm yourself, please call 911.



### How to Access:

Contact one of the helplines above.



### Available to:

All Company employees and their family.



### Cost:

FREE

# Mental Health: Leaves of Absence

The Company recognizes that a medical situation where you need to be off work can be stressful and leave you with questions about your benefits and pay while off work. If you are struggling with mental health issues, refer below regarding a medical leave from work.

## Family Medical Leave Act (FMLA)

If you, your spouse, or dependents require your time away from work to tend to mental health needs, you may be eligible for FMLA. Employees who have been employed one year and have worked 1,250 hours are eligible for FMLA. FMLA offers job protection for up to 12 weeks in a rolling year period.

- FMLA applies once someone has been off work 3 days due to one FMLA qualifying reasons
- FMLA is **UNPAID** leave – FMLA and other benefits run concurrently (i.e. Short Term Disability)

## Short Term Disability (STD)

If you require time away from work to tend to mental health needs, The Company's Voluntary STD policy, administered by New York Life, provides employees with 60% of their regular pay up to \$1,000 for up to 13 weeks.

- STD includes a 14-calendar day waiting period – the waiting period can be supplemented with PTO
- STD is a Voluntary benefit, meaning you must elect and pay for this coverage
- STD payments are made through the normal payroll process & all employee benefit deductions are taken out of your STD pay
- Complete your New York Life paperwork as soon as possible and communicate with your supervisor & Human Resources – ensure both are aware of when you plan to start and return from leave and continue to keep them informed of your return-to-work plans

## How to File a Claim with New York Life

### 1. BEFORE YOU FILE

- Follow steps above to notify your supervisor and HR – Have the following on hand:
  - Social Security number, birth date, home address, phone number, & email
  - Dates and contact information for any health care providers and/or hospital/clinics

### 2. FILE YOUR CLAIM

- File either via online at [myNYLGBS.com](http://myNYLGBS.com) > Coverage > Disability (print confirmation) OR by phone at 888-842-4462, 7am – 7pm CST and a representative will assist you

### 3. GIVE PERMISSION

- Give NYL permission to contact your health care provider or employer for claim-related information by answering “yes” online after your claim has been submitted or during claim call

### 4. CLAIM/LEAVE STATUS

- Online at [myNYLGBS.com](http://myNYLGBS.com) > Claims OR contact NYL at the number listed above



### Questions?

Contact Sydney Gernscheid:  
507-384-4182



### Available to:

All Company employees.



### Cost:

Based on your age and benefit amount. See your Benefit Guide or HR for more details.



### How to Access:

Visit [www.ableto.com/begin](http://www.ableto.com/begin)

- Tap “Get Started”
- When asked for your access code, enter **Medica**
- Setup your account and download the AbleTo app
- Open the app and select “Log In” to begin your journey

**Access providers 24 hours a day, 365 days a year.**



### Available to:

All Company employees and dependents (13 years and older) enrolled in a Company medical plan by Medica.



### Therapy Cost:

**Copay Plans** – \$20 or \$30 Copay  
**HDHPs** – Subject to Deductible

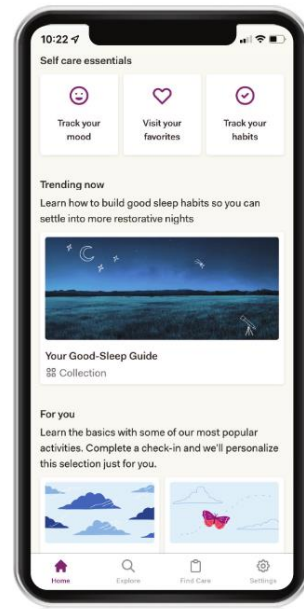
## Self Care by AbleTo

Connect with on-demand help for stress, depression, and anxiety through the Self Care by AbleTo app. Access coping tools, daily mood tracking, guided journeys, and weekly progress check-ins to stay engaged and manage symptoms. You receive access as part of The Company’s medical plan’s behavioral health benefits – **this app is provided at no cost to you!**

## Mental Health Therapy

When you need extra support, you can schedule an online therapy session via the Self Care by AbleTo app and talk to a licensed therapist from the comfort of wherever you are. Your therapist will get to know you and work with you on a plan to move forward. Therapists can help you with:

- Anxiety
- Depression
- Postpartum
- Relationships
- Trauma & Loss
- Screenings
- Insomnia



# Medical Plans: Medica

Need help finding a Mental Health Practitioner? Research where to go for care with the member portal at [medica.com](http://medica.com). As a Medica member, you have unique access to The Company's specific Medica member portal, which is your personalized site designed to help manage health and provide easy access to tools and information.

With The Company's Medica member app, you can take everything you need with you on your mobile device. Fast and convenient tools enable you to search for a doctor, check the status of a claim, and find your health information anytime, anywhere.



## How to Access:

To get started, download the app or visit [medica.com/signin](http://medica.com/signin). Create an account, go to "Find a Physician", and select "Medica Choice with UHC Choice Plus Network".



## Available to:

All Company employees and dependents enrolled in a Company medical plan by Medica.



## Cost:

Copay Plans - \$20 or \$30 Copay  
HDHPs – Subject to Deductible



# Additional Resources

## Health & Well-Being Apps

App/Service	Description	Pricing	Link
<b>Headspace</b>	Mindfulness & meditation sessions to help with stress, anxiety, sleep, and more	FREE Basic Content 14-day FREE trial Year 1: \$2.92/mo Year 2: \$5.83/mo	<a href="http://www.headspace.com">www.headspace.com</a>
<b>Calm</b>	Meditation app focusing on sleep. Offering additional FREE resources on their website	14-day FREE trial \$5.83/mo or \$69.66/year	<a href="http://www.calm.com">www.calm.com</a>
<b>Reflectly</b>	AI-driven mindfulness journal	7-day FREE trial \$4.99/mo or \$59.99/year	<a href="http://www.reflectly.app">www.reflectly.app</a>
<b>Insight Timer</b>	Offers a collection of more than 100K guided meditations with no required subscription or membership	FREE Basic Content <b>Premium</b> \$9.99/mo or \$59.99/year	<a href="http://www.insighttimer.com">www.insighttimer.com</a>
<b>eMoods</b>	Helps track symptoms, elevated mood, and irritability for those experiencing bipolar disorder	FREE	<a href="http://www.emoodtracker.com">www.emoodtracker.com</a>
<b>7-Minute Workout</b>	Quick, no-equipment necessary workouts	FREE Subscription Available	<a href="#">App Store</a> <a href="#">Google Play Store</a>
<b>FitOn</b>	Quick at-home workouts	FREE	<a href="http://www.fitonapp.com">www.fitonapp.com</a>

3305 Highway 60 West  
Faribault, MN 55021  
[www.kgpc.com](http://www.kgpc.com)

