



# Mental health support for you and your family

	When to use	Contact info
 <b>Emotional Wellbeing Solutions</b>	If you notice any concerning changes in your loved one's behavior or mood but aren't sure where to start, begin with one of our emotional wellbeing specialists	<b>1-</b> <a href="https://liveandworkwell.com">liveandworkwell.com</a> Access code:
 <b>Your behavioral health benefits</b>	If your loved one needs more support or treatment for a mental health or substance use condition	Call the number on your health plan ID card <b>OR</b> Log in to <a href="https://liveandworkwell.com">liveandworkwell.com</a> to navigate your care options
 <b>Your pediatrician/family doctor</b>	If you prefer talking to your loved one's health care provider first, call them to discuss your concerns	<b>Pediatrician/doctor name:</b>  <b>Phone:</b>
 <b>Your loved one's therapist or psychiatrist</b> (if they're already seeing one)	If your loved one is not in immediate danger and is already receiving treatment from a therapist or psychiatrist	<b>Therapist/psychiatrist name:</b>  <b>Phone:</b>
 <b>988 Suicide &amp; Crisis Lifeline</b>	If your loved one is having suicidal thoughts or experiencing any kind of emotional distress	Call, text or chat <b>988</b> anytime for immediate help
 <b>911</b>	If your loved one is experiencing an immediate, life-threatening emergency; be sure to inform 911 this is because of a mental health crisis	Call <b>911</b> anytime

# Know where and when to find support

It can be hard to see a loved one struggling, whether they're facing a small problem or a big challenge. Familiarizing yourself with these available mental health resources can help you make confident decisions to connect with the right support at the right time.

## Emotional Wellbeing Solutions

Emotional Wellbeing Solutions provides access to experienced professionals who are available to talk confidentially with you or your loved one over the phone, 24/7. Each member can receive up to \_\_\_\_\_ counseling sessions with an emotional wellbeing specialist.

## Your behavioral health benefits

Your behavioral health benefits may cover support or treatment for mental health or substance use conditions. Some examples may include talk therapy, help with medications and hospitalization.

## Your pediatrician/ family doctor

Meet with your family doctor to learn about your care options and recommendations. If needed, they may also be able to provide a referral to a mental health specialist.

## Your loved one's therapist or psychiatrist (if they're already seeing one)

Your loved one's therapist/psychiatrist can help you consider or decide which steps to take based on their knowledge of your loved one's needs and situation

## 988 Suicide & Crisis Lifeline

Dialing **988** connects you to the 988 Suicide & Crisis Lifeline. It's available 24/7, with interpretation services available in 150 languages. If you feel more comfortable, you can also text **988**; you'll be given a short survey to help the crisis center understand what you're going through, and then you'll be connected with a counselor.

## 911

When you call, tell the 911 operator as many details as possible, including that it's a loved one who is experiencing a mental health crisis so they can send the appropriate personnel to handle the situation with care

Depending on your coverage, these services may have a deductible or copay.

# Optum

[optum.com](https://www.optum.com)

**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. This program and its components may not be available in all states and coverage exclusions may apply.

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