FranklinCovey Behavioral Health Resources

Medical Plan Participants

Behavioral Health Office Visits – Inpatient and Outpatient In-Network

- HDHP Plan members pay 100% of the cost of the visit until deductible is met, then pay 20% until the out-of-pocket maximum is met.
- Locate a provider on myuhc.com site, UnitedHealthcare (UHC) mobile app or by calling member service at 866-314-0335.
- Surest Plan members pay $10 copay per office visit or $75 copay per outpatient facility visit. $1,200 copay for inpatient services per stay.
- Locate a provider on benefits.surest.com, the Surest mobile app or by calling member services at 866-683-6440.

Tele-Behavioral Health

- Virtual care with an in-network UHC/Surest behavioral health provider.
- HDHP Plan members pay 100% of the cost of the visit until deductible is met, then pay 20% until the out-of-pocket maximum is met.
- Visit myuhc.com > Find Care & Costs > Virtual Care > Virtual Behavioral Health Care > Get Started (or visit the UHC app).
- For members with a current behavioral health provider, consult your counselor or physician to determine if they offer telehealth services.
- Surest plan members pay a copay range from $10 - $40 per virtual mental health visit.
- Visit benefits.surest.com > Search Virtual Visit for Mental Health (or visit the Surest app).

Self-Care from Calm Health

- **Self-care by AbleTo has been replaced by Calm Health as are preferred self-help behavioral health app for members.**
- Available to UHC and Surest participants at no-cost.
- The Calm Health app through UHC and Surest provides programs and tools to help support your mental health and well-being. Calm Health brings a library of support for a variety of health experiences and life stages. Find tools, music and sounds to help you meditate, find focus, move mindful, join self-guided self-care programs and track your progress.
    - UHC Registration: Scan the QR code or visit https://uhc.app/calm. This will bring you to the Calm Health information page.
        - To set up an account, click the 'Go to Calm Health' link. This will pull your SSO (single sign on) information through and allow you to begin the registration process. Once you have registered, download the Calm Health app on your mobile device and log in using the same method that you used during registration.
        - If you go directly to the Calm Health app to register, you will be prompted for an access code. The code is “UHC” (This is not our recommended registration option).
    - Surest Registration:
        - Visit https://surest.care/q/CalmHealth. To set up an account, click on “Create a Calm Account.” Follow the instructions for setting up an account. During registration, all requested information must be entered as it appears on the Surest member ID card. Download the Calm Health app on your mobile device and log in using the same method used during registration.
        - If you go directly to the Calm Health app to register, you will be prompted for an access code. The code is “Surest” and is not case sensitive. (This is not our recommended registration option).

FranklinCovey Behavioral Health Resources

All FranklinCovey Employees (regardless of medical enrollment)

Employee Assistance Program (EAP)

- Confidential counseling for short-term personal issues including job pressures, relationship conflicts, stress and anxiety, depression, alcohol and drug abuse, grief and loss.
- Up to three free counseling sessions and unlimited telephonic support – if applicable, longer-term support is transitioned to a UHC provider and is subject to medical plan coverage and guidelines.
- Available 24/7 - Call 800-311-4327 or go to www.guidanceresources.com and enter company name GEN311.



National Hotlines (not associated with FranklinCovey)

National Suicide Prevention Lifeline
800-273-8255
suicidepreventionlifeline.org

Crisis Text Line
Text HOME to 741741
crisistextline.org

Substance Abuse and Mental Health Services Helpline
800-662-4357
samhsa.gov