

Mental Health Resources Guide

We understand times can be tough personally and professionally. Therefore we hope the following resources can help!

[Teladoc](#) - Access to a licensed therapist by phone or video

Don't wait to get the support you need. In addition to your Teladoc General Medical services, you now have Mental Health services. Get confidential counseling seven days a week for conditions like depression, anxiety, stress, marital or family issues, and much more by phone or video.

- Choose the therapist or psychiatrist who best fits your needs
- Speak with an expert from wherever you are most comfortable
- Schedule an appointment on your time
- Confidential treatment for as little or as long as you need

Confidential therapy on your terms. Visit [Teladoc.com](https://www.teladoc.com) or Call 1-800-TELADOC (835-2362)

Mental/Behavioral Health	Therapist	Psychiatrist
PPO	\$20/visit, Deductible/Coinsurance Waived	\$20/visit, Deductible/Coinsurance Waived
HDHP 2000	\$90 (Subject to Deductible then 90% Coinsurance)	\$220 (Subject to Deductible then 90% Coinsurance)
HDHP 5000	\$90 (Subject to Deductible then 100% Coinsurance)	\$220 (Subject to Deductible then 1000% Coinsurance)

Telemedicine with Local Providers / Health Systems

Since 2020, St. Norbert College has expanded their coverage to include telemedicine office visits. Telemedicine is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services and manage your healthcare. Most often, these are services provided by your primary care physician, a specialist or your behavioral health provider. These types of providers are utilizing Telemedicine as an alternative method to treat their patients in lieu of face to face office visits due to the recent COVID-19 pandemic.

Although most providers will bill UMR for their services, please keep in mind that some may not. Instead, they will provide an invoice to be submitted by the member (you) to UMR for processing. Once submitted with a [claim form](#), UMR will apply the fee to the member's annual deductible and out-of-pocket accumulators. If your annual deductible or out-of-pocket has been met, UMR will reimburse the member according to their health plan election.

[Behavioral Health Directory](#) - Use this directory to find in-network providers.

Mental/Behavioral Health	In Network	Out of Network
PPO	\$20 copay, then Deductible, 80% Coinsurance	\$20 copay, then Deductible, 60% Coinsurance
HDHP 2000	Deductible, 90% Coinsurance	Deductible, 70% Coinsurance
HDHP 5000	Deductible, 100% Coinsurance	Deductible, 60% Coinsurance

Employee Assistance Program

You and your immediate family members have access to professional, confidential counseling called an Employee Assistance Program (EAP). When you are looking for help in resolving personal concerns that affect your family life, relationships, health or work life, please know there is a resource available. These counseling services are available to you at no cost.

St. Norbert College is contracted with Employee Resource Center, Inc. (ERC) for your Employee Assistance Program. Some of life's stresses we can solve ourselves and some we may need help with. ERC is designed to provide objective, confidential assistance. **The benefit is entirely voluntary and is free to you.**

To access services, or just talk with someone, simply call ERC at 1-800-222-8590. A phone call allows you to establish an appointment with one of their counselors. Our EAP benefit offers up to 5 sessions per issue. In most situations no further services are needed. If other services are necessary, ERC will facilitate a referral and those services will be paid according to your health plan coverage. ERC is medically licensed and complete confidentiality is assured.

In-Person Behavioral Health Visits

Inpatient Services means services provided at a Hospital or facility accredited by a recognized accrediting body or licensed by the state as an acute care psychiatric, chemical dependency, or dual- diagnosis facility for the treatment of Mental Health Disorders. If outside the United States, the Hospital or facility must be licensed or approved by the foreign government or an accreditation of the licensing body working in that foreign country.

Residential Treatment means a sub-acute facility-based program that is licensed to provide "residential" treatment and delivers 24-hour-per-day, 7-day-per-week assessment and diagnostic services, as well as active behavioral health treatment for mental health conditions. Coverage does not include facilities or programs where therapeutic services are not the primary service being provided (e.g., therapeutic boarding schools, halfway houses, and group homes).

Day Treatment (Partial Hospitalization) means a day treatment program that offers intensive, multidisciplinary services not otherwise offered in an Outpatient setting. The treatment program generally consists of a minimum of 20 hours of scheduled programming extended over a minimum of five days per week. The program is designed to treat patients with serious mental or nervous disorders and offers major diagnostic, psychosocial and prevocational modalities. Such a program must be a less restrictive alternative to Inpatient treatment.

Outpatient Therapy Services are covered. The services must be provided by a Qualified Provider.

Mental/Behavioral Health	In Network	Out of Network
PPO	Deductible, 80% Coinsurance	Deductible, 60% Coinsurance
HDHP 2000	Deductible, 90% Coinsurance	Deductible, 70% Coinsurance
HDHP 5000	Deductible, 100% Coinsurance	Deductible, 60% Coinsurance

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For additional information, details, and plan documents please visit the [HR website](#).