



Benefit Connections

Your Source for Health & Benefit Information!

May is Mental Health Awareness Month

One in five adults will experience a diagnosable mental health condition during the year, according to the US Center for Disease Control.

Our overall wellbeing is dependent on much more than just getting our routine annual physicals - our mental health matters just as much and requires the same proactive care. You don't have to have a diagnosed condition to take care of your mental health!

Following are a few ways your Marion County Benefits can help.

Health Insurance

All Marion County health insurance plans provide coverage for mental health office visits, including virtual visits.

- Kaiser members please visit kp.org/mentalhealthservices for information on connecting with a provider.
- PacificSource members visit pacificsource.com/find-a-doctor, and be sure to select the Navigator Network.

Employee Assistance Program

Marion County provides access to Canopy EAP to benefit-eligible employees at no cost to our employees. You, and your dependents, can access up to six counseling sessions at no charge per calendar year. These can be in-person, over the phone, or via live video conferencing.

You can reach Canopy 24/7 every day of the year, should you need to talk with someone. They can be reached at: 1-800-433-2320 or via text at 503-850-7721.

You also have access to [Enlight](#), a HIPAA compliant mental health tool within the Canopy EAP mobile app. Here's a short video about this feature: [Enlight Video](#). You can search for "Canopy EAP" in both Google Play and the App Store to download the app.

If you have not yet registered for an account with Canopy, enter *Marion County* as the company name when you register.

To learn more about Canopy and the resources it offers, please watch this short [EAP Orientation Video](#).

Insurance Terminology 101

Have you ever listened to your child go on about their favorite video game, or the new things they are learning in school, and think "sounds like Greek to me"?

We know insurance terminology can be like that too, so following are some common phrases you may see in your insurance materials, EOB (wait, what's that!?), doctor invoices and even information our Employee Benefits Team distributes.

- ❖ Co-insurance: Your share of the cost of a covered service (in addition to co-pays if applicable), calculated as a percentage of the service cost. Co-insurance typically applies once you have met your deductible.
- ❖ Co-pay: The amount of money you pay up front when you have a service, such as a doctor visit.
- ❖ Deductible: The amount you are responsible for paying before the plan pays for covered services. Not all services apply to the deductible, see your benefit summary for specific information.
- ❖ Explanation of Benefits (EOB): This shows healthcare services you received, the date you received them, the amount your provider billed the insurance company, the amount paid by your insurance, and any amount you may owe to a doctor or other provider. This is not a bill!
- ❖ In-network provider: A network includes the providers and facilities your insurance carrier has contracted with to provide healthcare services at the best rate possible for your plan.
- ❖ Out-of-network provider: A provider or facility that has not contracted with your insurance carrier to be covered at the lower in-network rate.
- ❖ Out-of-pocket limit or maximum: The most you'll pay for covered services in a calendar year.
- ❖ Preventive care: Routine healthcare services such as screenings, check-ups, and many other types of services. Please see this link for a thorough list: <https://www.healthcare.gov/coverage/preventive-care-benefits/>
- ❖ Primary care provider (PCP): The doctor you authorize to coordinate all of your healthcare needs, including helping you maintain your overall health and reach your wellness goals.
- ❖ Referral: A referral is a written or electronic order from your PCP for you to see a specialist to receive certain medical services.

Events & Contacts

In-Person Individual Voya Meetings

Thursday, May 14th
8:00am-12:00pm at Public Works
1:00pm-5:00pm at Health, Silverton Rd.

Tuesday, May 19th
9:00am-5:00pm at Courthouse Square

To make an appointment please use this link:

<https://lewis-stefani-mc.timetap.com/#/>

If in-person appointments are not available, please call Voya at 503-937-0363.

Virtual Group Voya Info Sessions

Held the 1st Wednesday of every month. To register, [Click Here](#)

PERS Informational Retirement Videos

Retirement Options Tier 1 & 2 Members



Retirement Options - OPSRP Members



INSURANCE CARRIER & BENEFIT PROVIDER CONTACT INFORMATION:

Kaiser Permanente:

Appointments & Customer Service: 800-813-2000

Medical, Option 1

Vision, Option 3

Billing or Coverage,

Option 5

Dental, Option 2

Pharmacy, Option 4

PacificSource:

Customer Service: 888-977-9299

24-Hour NurseLine: 855-834-6150

Delta Dental:

Customer Service: 888-217-2365

Consolidated Admin Services:

FSA, HSA, Transportation, COBRA &

Retiree Plan Customer Service: 877-941-5956

New York Life:

Short & Long Term Disability Claim Services: 800-362-4462 Option 2

Life & ADD Insurance Services: 800-362-4462 Option 3

Canopy Employee Assistance Program

Information and 24/7 Access: 800-433-2320

Your Benefits Team

Kathie Carter, Sr. Employee Benefits Specialist

Rachel Rowden, Employee Benefits Specialist

Leslie Martin, HR Leave Administrator

Lori Klemsen, HR Manager

Benefits Team Ext: 4700 (503-584-4700)

Benefits Team Email:

MCEmployeeBenefits@co.marion.or.us

BENEFIT INFORMATION ONLINE

Did you know you have 24/7 access at your fingertips to information about Marion County benefit offerings from work and on-the-go?

Visit the **Employee Benefits page** on the **Marion County Internet website** go to www.co.marion.or.us/HR/Benefits and select the group from the tabs on the left.

If you don't find answers to your questions on the county's website, please contact us!

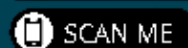


mind matters: prioritizing wellbeing

Your mental health matters.

Mental health is a key part of overall wellbeing. This month is a reminder to pause, check in, and make space for what supports a healthier, more balanced life.

- **24/7 Confidential Counseling** provides access to professional support anytime, anywhere.
- **Guidance and Resources** for mental health essentials, including support for teens and parents.
- **On-Demand Learning** includes webinars, tip sheets, and resources to support mental wellness.



Everyday Assistance
Starts Here
my.canopywell.com
800-433-2320
info@canopywell.com

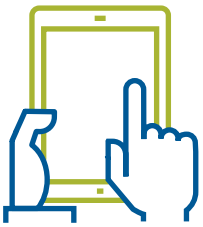
Teladoc[®]

Healthcare via phone, video, or mobile app



As a PacificSource member, you have access to a U.S. board-certified doctor 24 hours a day, 7 days a week, year-round with Teladoc.

Here's how to get started and what you need to know.



1. Set up your account

There are three convenient ways to get started. When asked to enter the name of your employer or insurance carrier, please enter PacificSource.

Online: Log in or register with InTouch for Members through PacificSource.com. You'll find the Teladoc Remote link under Tools. This will provide a direct link for you to set up your Teladoc account.

Mobile app: Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app, then click "Activate account."

By phone: Teladoc can help you register your account over the phone. Call toll-free (855) 201-7488.

Talk to a doctor anytime!

Web

[Teladoc.com](https://www.teladoc.com)

Phone

(855) 201-7488

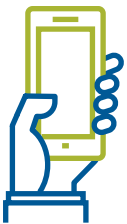
Mobile App

[Teladoc.com/mobile](https://www.teladoc.com/mobile)



2. Provide medical history

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.



3. Request a consult

Once your account is set up, request a consult anytime you need care. And talk to a doctor by phone, web, or mobile app.

See reverse for FAQ >



Frequently Asked Questions

What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving you 24/7/365 access to quality medical care through phone and video consults.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in internal medicine, family practice, or pediatrics. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

Does Teladoc replace my doctor?

No. Teladoc does not replace your primary care physician. Teladoc should be used when you need immediate care for nonemergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

What kind of medical care does Teladoc provide?

Teladoc provides general medical care for adults and children, and behavioral healthcare for adults. Examples of common medical conditions Teladoc can address include: sinus problems, pink eye, bronchitis, allergies, flu, ear infections, urinary tract infections, and upper respiratory infections.

What consult methods are available?

You can talk with a general medical Teladoc doctor via a phone consult, video consult within the secure member portal, or video consult within the Teladoc mobile app. Behavioral health visits are available via video only.

How do I set up my Teladoc account?

You can set up your account through InTouch at PacificSource.com, or through the Teladoc website or mobile app. You can also call Teladoc to get started. If setting up your account online, when asked to enter the name of your employer or insurance carrier, please make sure to enter PacificSource.

How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account, and click "Request a Consult." You can also call Teladoc to request a general medical consult by phone. Behavioral health appointments can be scheduled online or through our mobile app.

How do I request a behavioral health visit?

Behavioral health visits are scheduled and occur via the Teladoc website or mobile app. Log into your account, complete a quick assessment, and choose your therapist. Provide three options of times you are available for an appointment. The therapist will reach out to you to schedule the appointment.

How quickly can I talk to the doctor?

The median call back time for a general medical request is just 10 minutes. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three calls.

Is there a time limit when talking with a doctor?

There is no time limit for consults.

Can Teladoc doctors write a prescription?

Yes. Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, nontherapeutic, and/or certain other drugs, which may be harmful because of their potential abuse.

How do I pay for a prescription called in by Teladoc?

When you go to your pharmacy of choice to pick up the prescription, you may use your health/prescription insurance card to help pay for the medication. The exact amount you will pay is based on the type of medication and your plan benefits.

Is the consult fee the same price, regardless of the time?

The exact amount you will pay is based on your plan design. This dollar amount is shown on your summary of benefits.

How do I pay for the consult?

You can pay with your HSA (health savings account) card, credit card, prepaid debit card, or by PayPal. Your account will be charged at the time of the visit.

If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

Can I provide consult information to my doctor?

Yes. You have access to your electronic medical record at anytime. Download a copy online from your account or call Teladoc and ask to have your medical record mailed or faxed to you.

Caring for the whole you

Mental health and addiction care services



Mental health care goes hand-in-hand with all the care we provide.

Primary care

Talk to your primary care doctor about any mental health or substance use concerns anytime. Your doctor can assess your needs and connect you with the right care.

Specialty care

Visit kp.org/mentalhealthservices for information on available options and how to make an appointment with a Kaiser Permanente mental health care professional – no referral needed. This includes dedicated help for those struggling with alcohol or drugs. If you or someone you love needs support, talk to your doctor or visit kp.org/addiction.

Self-care and wellness resources

You have access to many tools, including self-care apps that can help with stress, anxiety, and sleep – available at no cost. You can also try wellness coaching, join a health class,¹ and take online self-assessments. Visit kp.org/wellnessresources to learn more.



Connected care

Your entire Kaiser Permanente care team is connected to each other, and to you, through your electronic

health record. So, it's easy for our doctors to consult with one another about your care. Your team may include many health professionals to support you, including:

- Primary care doctors
- Psychiatrists
- Therapists
- Addiction medicine specialists

Common conditions

We provide assessment and treatment for a variety of mental, emotional, and substance use issues, including but not limited to:

- Anxiety and stress
- Attention deficit hyperactivity disorder (ADHD)
- Autism spectrum disorders
- Bipolar disorder
- Depression
- Eating disorders
- Obsessive-compulsive disorder (OCD)
- Personality disorders
- Postpartum depression
- Post-traumatic stress disorder (PTSD)
- Schizophrenia
- Sleep problems
- Substance use disorders

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Support and resources

You can count on us to help guide you throughout your journey with a wide range of treatment. These include but aren't limited to:

- Classes and support groups¹
- Digital wellness resources
- Healthy lifestyle programs
- Integration with primary care
- Intensive outpatient services
- Inpatient services
- Outpatient services
- Preventive care
- Recovery and social support
- Self-care apps
- Wellness coaching



Self-care at your fingertips

It's common to struggle with everyday life sometimes. These no-cost self-care apps can help you with stress, sleep, depression, focus, and more.^{2,3}



Calm is the number one app for sleep, meditation, and relaxation.⁴



Headspace provides live text-based emotional support coaching and hundreds of self-guided resources.⁵

Many ways to get care

You can connect with a mental health or substance use professional when and where it works for you.



24/7 advice: Speak to licensed care professionals who can help connect you with a clinician, schedule appointments, and offer immediate care guidance



Video visit: Face-to-face care from a clinician on your smartphone or computer⁶



E-visit: Online questionnaire to provide a personalized care plan⁷



Phone appointment: High-quality care over the phone – just like an in-person visit⁶



Email: Message your Kaiser Permanente doctor's office with nonurgent health questions anytime



In-person: Meet with a clinician for personalized care

No matter how you reach out, you can get connected to the right care.

To understand your care options and connect to the support you need, visit kp.org/mentalhealthservices.

For emergency care

If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.⁸

1. Some classes may require a fee. 2. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 3. Calm can be used by members 13 and over. The Headspace app and services are not available to any members under 18 years old. 4. Calm is the number one app for sleep, meditation, and relaxation. Learn more at calm.com/blog/about. 5. Eligible Kaiser Permanente members can text with a coach using the Headspace app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace app for the remainder of the year at no cost. 6. When appropriate and available. 7. Mental health e-visits are not currently available in Colorado. 8. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 4000 Garden City Drive, Hyattsville, MD 20785 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057



CALL. TEXT. CHAT. 988 IS HERE FOR YOU— ANYTIME, ANYWHERE.

The 988 Suicide & Crisis Lifeline (988 Lifeline) provides judgment-free, compassionate support for anyone experiencing:

- Emotional distress
- Mental health challenges
- Problems with substance use
- Loneliness
- Thoughts of suicide or self-harm

You'll be connected with a caring, skilled 988 counselor who can provide culturally-competent support.

WHY 988 MATTERS

The 988 Lifeline connects people to 988 counselors across a network of more than 200 local crisis contact centers, offering support rooted in local communities.

WHEN YOU CONTACT 988, YOU RECEIVE:

- Support from someone who cares
- Help planning next steps
- Information about local resources and option for follow-up



Compassionate Help. Anytime. Anywhere.
Call or Text **988**, or Chat **988lifeline.org**

988 | SUICIDE & CRISIS
LIFELINE



Compassionate Help.
Anytime. Anywhere.