



PHOENIX  
CHILDREN'S

# EMPLOYEE WELLBEING RESOURCE GUIDE



## MENTAL AND EMOTIONAL WELLBEING

Your mental health is just as important as your physical health. Phoenix Children's offers the following confidential programs and resources to help you and your family members handle the stresses involved with everyday issues and/or crisis situations.

### EMPLOYEE ASSISTANCE SERVICES

Your employee assistance program (EAP) through Cigna provides a network of services that help you improve your health, achieve more at work and home, and handle any personal or professional challenges you face. It is free for you and your household family members and offers resources to consult whenever and wherever you need them.

#### CIGNA EAP SERVICES

We encourage you to take advantage of this confidential valuable resource, which offers:

- Counseling for healthcare professionals
- Grief and loss counseling
- Family counseling
- Financial resources
- Legal guidance
- Work-life solutions
- Tobacco cessation
- Online support

These services are confidential and available to you and your household family members 24/7, by phone or online. Contact Cigna at 877-622-4327 or visit [mycigna.com](https://mycigna.com) to log in (employer ID: pch), regardless of medical enrollment.

Phoenix Children's offers an onsite EAP resource to employees at the Main Campus location. It is a free, completely confidential service available to all employees. More information including schedule, FAQs, and an appointment tool can be found on PCH4U > Human Resources > Total Rewards > Benefits > Employee Assistance Program.



# ONSITE WELLNESS CENTER

Phoenix Children's Onsite Wellness Center is available to all employees to help improve their mental and physical health.

The center is open 24/7 and is located in the East Building of the Main Campus. It offers massage chairs, fitness equipment, and a team building area.

## WELLBEING RESOURCES

### HEADSPACE

Phoenix Children's partners with Headspace to offer free access to all employees.

Headspace teaches valuable life skills like meditation and intentional listening in just 10 minutes a day. Meditation can help to relieve stress and anxiety, improve sleep, and even eating habits.

Visit [headspace.com/phoenixchildrenshospital/member-enroll/login](https://headspace.com/phoenixchildrenshospital/member-enroll/login) to create an account. You will need to use your Phoenix Children's email address to get access to Headspace at no cost.

### FOODSMART

Access personalized nutrition planning with Foodsmart. Explore curated recipes personalized to your dietary preferences, like quick meals based on ingredients you have in your kitchen. Save time and stress with a drag-and-drop meal planner, smart grocery list, and one-click online ordering.

Hit your health goals with virtual registered dietitian visits covered 100% by your health plan. Create an account at [phoenixchildrens.zipongo.com](https://phoenixchildrens.zipongo.com). Dependents are eligible for Foodsmart and can be added with the "Add a household member" feature.

### ACTIVE&FIT

The Active&Fit program provides you with direct access to a national network of over 10,000 participating fitness centers and select YMCAs across the U.S. at a cost of \$25 per month.

### VITALITY

Vitality offers an exciting platform to support healthy behaviors and lifestyles. Vitality provides incentives, challenges, goals, tools, and health education. The program's mobile app integrates with over 100 wearable activity tracking devices including Garmin, Fitbit, and Polar. One of many great Vitality "perks" is the opportunity to acquire the latest Apple Watch through their exclusive Apple Rewards program.



# MEDICAL PLAN MEMBER RESOURCES

The benefits and resources listed on this page are only available to those enrolled in one of the Phoenix Children's Cigna medical plans.

## CIGNA TELEHEALTH

Cigna provides access to a telehealth service as part of your medical plan—**MDLIVE**. Get the care you need, including most prescriptions, for a wide range of minor conditions and can connect with a board-certified doctor via secure video chat or phone.

What can be treated?

- Acne
- Allergies
- Cold and flu
- Pink eye
- Rashes
- Sinus infections
- Skin infections
- Urinary tract infections

Schedule an appointment:

- Contact MDLIVE at 888-726-3171 (medical and behavioral/mental health virtual care).
- Or log into **mycigna.com** and click on "Connect Now" to make an appointment online.

Telehealth/virtual visits may be available in place of in-person office visits with your primary care physician (PCP) or specialist. Your normal cost share will apply. If the visit is COVID-19 related, it will be covered 100%.

## CIGNA MEDICAL BEHAVIORAL HEALTH

Cigna Medical Behavioral Health provides access to video-based counseling through Cigna's network of providers. Licensed counselors and psychiatrists can diagnose, treat, and prescribe most medications for non-emergency behavioral/mental health conditions, such as:

- Addictions
- Bipolar disorders
- Child/adolescent issues
- Depression
- Eating disorders
- Grief/loss
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship issues
- Stress
- Trauma/PTSD

To find a provider, visit **mycigna.com** and go to "Find Care & Costs" and enter "Virtual counselor" under "Doctor by Type." Or call the number on the back of your Cigna ID card 24/7.

## 90-DAY PRESCRIPTION SUPPLIES

CVS Pharmacy has waived charges for home delivery of all prescription medications. As always, there is no charge for delivery of prescriptions filled by CVS Caremark Mail Service pharmacy, when you choose mail. Regular prescription copays will still apply.

## IPREVAIL

iPrevail is a free, self-lead, online coaching program based on cognitive therapy approaches. More information about this free program can be found on **mycigna.com**.

## TALKSPACE

Cigna provides access to telebehavioral health care from anywhere through Talkspace. Talkspace is an online therapy platform that makes it easy and convenient for you to hold sessions with a licensed behavioral therapist virtually, at any time.

Visit **talkspace.com/cigna** to get started and set up your one-on-one session. You may be responsible for a copay or coinsurance as services will be billed the same as an in-person session.



# MEDICAL PLAN MEMBER RESOURCES

## MERU HEALTH

Meru Health provides quick and confidential access to mental health support from anywhere. A dedicated therapist will guide you through a flexible therapy program that will help you to challenge unhelpful cognitive behaviors and teach you valuable self-regulatory skills for sustainable change.

Visit [meruhealth.com/cigna](https://meruhealth.com/cigna) to sign up. You may be responsible for a copay or coinsurance as services will be billed the same as an in-person session.

## HAPPIFY

Happify is a research-supported program designed to help you actively take measures to improve your overall sense of wellbeing and mental health. The app provides a variety of tools and information and puts you in charge of using them to change your thoughts, emotions, and behaviors so you can live the quality of life you envision. More information about this free program can be found on [mycigna.com](https://mycigna.com).

## GINGER

Ginger is a mobile app that offers on-demand behavioral health coaching 24/7. The program is tailored to your needs and all from the privacy of your own smartphone. Video therapy and psychiatry sessions are also available. Visit [ginger.com/cigna](https://ginger.com/cigna) or contact Cigna at 800-244-6224.

Listed below are all of the mental wellbeing resources that Phoenix Children's makes available to you.

	Headspace	Cigna EAP	Onsite Therapist	iPrevail	Talkspace	Meru Health	Happify	Ginger
Offered to ALL staff regardless of insurance coverage	X	X	X					
Offered through Cigna medical plan				X	X	X	X	X
Spouse and dependent eligibility <sup>1</sup>		X		X	X	X	X	X
Self-led, online coaching program				X				
Telebehavioral health (online therapy platform)					X <sup>2</sup>	X		X <sup>2</sup>
Access to support group						X		
App with useful tools	X				X		X	X
Information on pch4u ~ Wellness ~ Emotional page	X	X	X	X	X	X	X	X
Information on <a href="https://mycigna.com">mycigna.com</a>				X	X	X	X	

(1) On a Cigna medical plan. (2) Chat via text.







## BENEFIT CONTACT INFORMATION

If you have any questions regarding your benefits, please contact our carrier partners or Benefits Department.

### MEDICAL PLAN

Contact Cigna at 800-244-6400 or visit **mycigna.com** (group number: 3341974).

### HEALTH SAVINGS ACCOUNT (HSA) AND FLEXIBLE SPENDING ACCOUNT (FSA)

The Coronavirus Aid, Relief, and Economic Security (CARES) Act allows you to purchase over-the-counter (OTC) medications and menstrual care products with your HSA or health care FSA dollars. This change is effective for expenses incurred on or after January 1, 2020. Contact your HSA or FSA administrator for more information.

- **HSA:** Visit **mycigna.com** or call 800-357-6246.
- **FSA:** Visit **askallegiance.com** (group number: 509671) or call 877-424-3570.

### RETIREMENT ACCOUNT

Visit **netbenefits.com/pch** or call 800-343-0860 for account information.

### BENEFITS DEPARTMENT

Call 602-933-5637 or 602-933-5658, or email **benefits@phoenixchildrens.com**.

### PHOENIX CHILDREN'S EMPLOYEE WELLNESS CENTER

Call 602-933-1065 or email **wellness@phoenixchildrens.com**.



# CIGNA BEHAVIORAL CENTERS OF EXCELLENCE

Get the help you need when you need it most. The Cigna Behavioral Centers of Excellence Program is here to help.

If you or your loved ones are enrolled in a Cigna medical plan and are coping with substance use or mental health issues, Cigna can assist you in finding the appropriate treatment provider to address your clinical needs.

Choosing the right health care facility is an important decision. Cigna has identified in-network providers that provide quality, cost-effective care to help you and your treating provider make this decision.

## BEHAVIORAL CENTERS OF EXCELLENCE SERVICES

Some of the programs offered by Behavioral Centers of Excellence are specifically tailored to treat first responders, adolescents, women-only, and those suffering from chronic pain. Programs include recreational activities such as music therapy, yoga, equine therapy, and art therapy.

Behavioral Centers of Excellence providers:

- Offer the following substance use disorder treatment programs: inpatient, residential, partial hospitalization, and intensive outpatient.
- Meet annual admission and readmission standards.
- Are cost effective.

## ARIZONA BEHAVIORAL CENTERS OF EXCELLENCE FACILITIES\*

- Arizona Rehab Campus (SUD)
- Aurora Behavioral Healthcare Tempe (MH)
- Banner Behavioral (SUD)
- Calvary Center (SUD)
- Copper Springs Hospital (MH)
- Oasis Behavioral Health (MH)
- Palo Verde Behavioral Health (MH)
- Quail Run Behavioral Health (MH)
- Sonora Behavioral Health Hospital (MH)
- St. Luke's Behavioral (SUD)
- Valley Hospital (MH, SUD)

Type of facility:

- **MH** = Mental health
- **SUD** = Substance use disorders
- **OPIOID** = Opioid use disorders

If you have questions about the Behavioral Centers of Excellence Program, call the number on the back of your Cigna ID card.

\*Provider listing as of December 2019. Subject to change. The listing of a provider does not guarantee that the services rendered by that provider are covered under your specific benefit plan. Coverage is subject to the terms and conditions set forth in the official plan documents.



# CRISIS HOTLINES

In times of crisis, we all need somewhere to turn to. Utilize this detailed list of both local and national hotlines if you are experiencing stress or need help during this time.

## ARIZONA CRISIS CONTACTS

Organization	Contact Information
Terros Central AZ Crisis	602-222-9444
Crisis Preparation and Recovery (CPR)	480-804-0326
EMPACT Crisis Services	480-784-1500
Maricopa County Suicide Hotlines	Text 800-799-4TTY (4889) or call 800-631-1314
Military Veterans Suicide Hotline	800-273-TALK (press 1 for English; press 2 for Spanish)
Maricopa Crisis Response Network	800-631-1314 or 602-222-9444
Northern Arizona Crisis Line	877-756-4090
Southern Arizona Crisis Line	866-495-6735
Sexual Assault Hotline	480-736-4949
Department of Child Safety	888-767-2445 or visit <a href="https://dcs.az.gov/">dcs.az.gov/</a>
Child Protection Service (CPS) Arizona Child Abuse Hotline	888-SOS-CHILD (888-767-2445)

## NATIONAL CRISIS HOTLINES

Organization	Contact Information
National Hope Line Suicide Hotline	800-442-HOPE (4673)
National Suicide Prevention Lifeline	800-273-TALK (8255) or text "LISTEN" to 741741
National Domestic Violence Hotline (Bilingual)	800-799-7233
National Sexual Assault Hotline	800-656-4673
Shelter Hotline (24-Hour Bilingual Hotline for Victims of Domestic Violence and Homelessness)	602-263-8900 or 800-799-7739 voice and TTY
Mental Health First Aid (MHFA)	TEXT MHFA to 74141 to speak with a compassionate crisis counselor who has been trained in problem-solving techniques that will help address your unique situation.



# ADDITIONAL SUPPORT

## PARENT AND GUARDIAN RESOURCES

If your children are home from school, here are some great resources to help you both process and connect through fun activities.

- Local and online activities for kids: **hulafrog.com**
- Coping during COVID-19, a resource for parents: **Child Mind Institute**
- Free education options to utilize at home with your kids: **Educational Resources**
- Free read-alongs and audiobooks for kids: **Free Books Collection from Apple Books**

## RESOURCES TO HELP WITH STRESS—FREE OR FREE TRIAL AVAILABLE

- Mindfulness toolkit: **mindfulness.tools/**
- Resiliency toolkit: **resiliency.tools/**
- Meditation toolkit: **meditate.tools/**
- Meditation apps: **calm.com/** and **insighttimer.com/**
- Practical ways of coping: **Ten Percent Happier**
- Free academic courses on a variety of wellbeing topics: **The Science of Well-being: Yale**
- From the National Association of School Psychologists: **Talking to Children about COVID-19**
- From the Minnesota Department of Health: **Managing Stress and the Threat of COVID-19**

## FREE RESOURCES TO HELP YOU WORK REMOTELY

As some people adjust to working from home, there are, understandably, distractions and obstacles to overcome. Here are some resources to help maximize your productivity and successfully work from home.

- Guides to remote working: **The Year Without Pants (audiobook)** and **Take Control of Working From Home Temporarily**
- Track travel changes: **Free Membership from Triplt**

