

# EMPLOYEE ASSISTANCE PROGRAM

— of the —  
*Archdiocese of Milwaukee*



ARCHDIOCESE of MILWAUKEE  
**St. Raphael**  
*Health Plan*  
Together in Benefits • For your Health and Well-Being

The Employee Assistance Program (EAP) is a program available to all employees of the Archdiocese of Milwaukee Central Offices, and parishes and schools that participate in the St. Raphael Health Plan. (You do not need to be enrolled in the health plan to receive this benefit, just an employee of a participating site.) The EAP is an employer-sponsored benefit that provides you and members of your household no-cost support and resources for life's everyday challenges. Whether you need in-the-moment emotional support, short-term counseling to get you through a challenging life event, or access to financial and legal advice, your EAP can be your first place to start.

Go to <https://www.liveandworkwell.com/content/en/public.html>.

Register and sign in to create an account or you may browse as a guest with the access code, straphael.

Call 1-866-248-4094 for immediate assistance and to obtain an authorization code to access services. Counselors are available 24/7. Online authorization is available at <https://www.liveandworkwell.com/content/en/member/forms/authorization.html> but it may take a day or two to receive approval. Your personal information will never be shared with your employer.

Learn about the different types of therapists, what you can expect from therapy, and how you can get started here: <https://www.liveandworkwell.com/en/member/explore-learn/explore-therapy.html>

Search for care for yourself or someone else with the guided care finder:  
<https://www.liveandworkwell.com/en/member/secure/explorecare.html#!/>



# YOUR BENEFITS INCLUDE:

## **On Demand Emotional Health Support (get confidential, in-the-moment support)**

<https://www.liveandworkwell.com?pin=straphael&redirectURL=/en/member/benefits/eap/emotional-health.html> or 1-866-248-4094

You're eligible for confidential counseling services for you and your household members, available 24/7. When you call, you reach a counselor with a master's degree in the field of mental health. Call about stress, anxiety, depression, relationships at home or work, legal and financial concerns, grief or emotional issues, alcohol or drug use, job stress and/or career development, or how to find childcare or elder care resources.

## **Virtual Visits (telehealth counseling)**

<https://www.liveandworkwell.com/content/en/member/benefits/virtual-visits.html>

Members receive 3 visits per problem, per family member, per calendar year through the EAP. After that, benefits are processed through the medical plan if you are enrolled in the St. Raphael Health Plan.

## **Find a Behavioral Health Provider (for in office and/or telemedicine visits)**

<https://provider.liveandworkwell.com/content/laww/providersearch/en/home.html?siteId=10303&lang=1>

Members receive 3 visits per problem, per family member per calendar year through the EAP. After that, benefits are processed through the medical plan if you are enrolled in the St. Raphael Health Plan.

## **Talkspace App (counseling and psychiatry)**

**THERAPY:** Helps you engage with a licensed, dedicated therapist; anytime, anywhere. Parents may consent for their children 13+ to receive services. Send private messages (text, voice, video) or schedule live video sessions. Engagement can begin immediately after calling 1-866-248-4094 to talk with an EAP consultant who will give you an access code, then go to <https://www.talkspace.com/connect> and select "Use my Employee Assistance Program."

The EAP benefit provides 3 weeks of coverage at no cost to you. If you wish to continue after that, re-register at <https://www.talkspace.com/connect> and choose "Use my insurance benefits" and benefits will then be processed through the medical plan if you are enrolled in the St. Raphael Health Plan.

**PSYCHIATRY:** Video sessions with a psychiatrist are also available. (Please note: Talkspace prescribers are able to prescribe all medications except controlled substances. Controlled substances include, but are not limited to: Adderall, Ativan, Concerta, Klonopin, Librium, Tranxene, Ritalin, Vyvanse, Valium, Xanax, and Lithium). Psychiatry is only available for members/family members 18 years old and older.

## **Sanvello App (Android and iOS)**

Register for the app by going to [https://www.sanvello.com/referral/front-door/signup?company\\_code=straphael](https://www.sanvello.com/referral/front-door/signup?company_code=straphael) or download the app and register. If you register on the app, after you create an account, select "upgrade via insurance" and enter your insurance information to access the premium features. Sanvello

is an app based on Cognitive Behavioral therapy (CBT) and mindfulness practices that provides mood and health data tracking, recommendations for activities, integrated goal setting, interactive psychoeducation, and relaxation techniques.

## **Substance Use Disorder Helpline**

If you or someone you care about is struggling with alcohol or drug use, you can call the Helpline anytime to talk with an advocate who is trained in substance use and recovery.

They can provide support and information on substance use, answer your questions, and address your concerns. They can also help schedule a face-to-face clinical evaluation, typically within 24 hours. You can get confidential help 24/7 by calling 855-780-5955

## **Explore and Learn**

<https://www.liveandworkwell.com?pin=straphael&redirectURL=/en/member/explore-learn.html>

A library of articles and resources on various mental health topics, relationships, education, parenting, and finances.

## **Caregiver Education Sessions**

Telephonic sessions are designed to support anyone who is a caregiver. Sessions provide resources and information on various caregiving concerns as well as an opportunity to ask questions about your specific caregiver situation and listen to and learn from other caregivers. See calendar at <https://www.liveandworkwell.com?pin=straphael&redirectURL=/en/member/benefits/eap/telephonic-caregiver.html>

## **Financial, legal and mediation services**

You're eligible for a no-cost consultation from an attorney, two calls with a Money Coach, and one 30-minute telephonic or face-to-face mediation consultation per issue per year at no cost to you. You can also access a library of videos, calculators, and forms to help with your legal and financial questions. You can also get help with legal forms related to traffic tickets, contracts, wills and more. Call 1-866-248-4094

## **QPR: Question, Persuade, Refer Suicide Prevention Training**

1-hour online course at no cost. <http://www.qprtraining.com/liveandworkwell/index.php?ProgramID=10303&qprkey=7950fe3acb54979eacd205a41c13e850&ProgramName=St.%20Raphael%20Health%20Plan>

## **Mental Health First Aid**

Mental Health First Aid is a day-long skills-based training course that teaches participants to identify, understand and respond to mental health and substance use challenges in adults or youth. Courses available in both English and Spanish. Some courses are available at no-cost, while others have a fee. <https://www.liveandworkwell.com/en/member/spotlights/mh-first-aid.html>

## **Crisis Hotlines**

- Suicide Prevention Lifeline 1-800-273-8255 or visit <http://www.suicidepreventionlifeline.org>
- Crisis Text Line Text Line 24/7 – text “START” to 741-741 Hard of hearing: Contact the Lifeline via TTY by dialing 800-799-4889. Text HOLA to 741741 or text to 442-AYUDAME in WhatsApp to be connected to a trained Crisis Counselor in Spanish. Help in Spanish Spanish Crisis LifeLine, call 888-628-9454
- Veterans Crisis Chat Call – 800-273-8255 Press 1 Text – 838255
- National Child Abuse Hotline 1-800-422-4453 (4-A-CHILD)
- National Domestic Violence Hotline 1-800-799-7233 (SAFE); TTY 1-800-787-3224
- National Sexual Assault Hotline 1-800-656-4673 (HOPE)
- National Teen Dating Violence Hotline 1-866-331-9474; Text “loveis” to 77054

## **Local Crisis Resources**

- Dodge County Crisis line: 920-386-4094 M-F 8:00-4:30, after hours call Northwest Connections at 888-552-6642
- Fond du Lac County Crisis line: 920-929-3535 (24 hour)
- Kenosha County Crisis Line: 262-657-7188 (24 hour)
- Milwaukee County Crisis line: 414-257-7222 (24 hour)
- Milwaukee County Children’s Mobile Crisis team: 414-257-7621 (24 hour)
- Ozaukee County Crisis Line through Sheriff’s dispatch: 262-284-7172 (24 hour)
- Racine County Crisis Line: 262-638-6741 (24 hour)
- Sheboygan County Crisis line: 920-459-3151 (24 hour)
- Walworth County Crisis line: 262-741-3200 (24 hour)
- Washington County Crisis line: 503-291-9111 (24 hour)
- Waukesha County Crisis Line: 262-547-3388 (24 hour)

## **Therapist Listings** (you need to verify with therapist if they are in-network with United Healthcare)

<https://www.catholictherapists.com/find-a-therapist>

<https://www.catholicpsychotherapy.org/directory>

<https://catholiccounselors.com>

<https://www.psychologytoday.com/us/therapists>

<https://www.mhawisconsin.org/>