



Assistance with Mental Health and Chemical Dependency

Multnomah County realizes that employees may be faced with a variety of challenging issues in their personal lives. The County-sponsored benefit program helps by providing two avenues for employees to schedule confidential mental health counseling and chemical dependency treatment. The two options for seeking assistance are the Employee Assistance Program (EAP) and/or your elected medical plan.

Employee Assistance Program (EAP) provided through UNUM Provident

The work-life balance employee assistance program is provided at no additional charge through Multnomah County's insurance benefit plan. This service can help you find solutions for the everyday challenges of work and home as well as for more serious issues involving emotional and physical wellbeing. Service assistance includes but is not limited to:

- Custom consumer research
- Childcare and/or eldercare referrals
- Personal relationship information and counseling
- Health management support and referrals
- Legal consultations with licensed attorneys
- Financial planning assistance
- Stress management
- Career development

The Work-Life Balance Program can assist you in arranging three (3) face-to-face sessions with a mental health or substance abuse counselor. These three visits are at no cost to you. You are eligible for three free visits per condition in any 12 month period. This benefit is available to you and/or your family members.

To arrange a confidential counseling session, call the UNUM Work-Life Balance Program directly. They will help assess your need and provide you with phone numbers for local counselors who deal with the specific issues you need help with. You have access to the UNUM Work-Life Balance Program 24 hours a day, 7 days a week.

Telephone: 1-800-854-1446 (English)
1-877-838-2147 (Spanish)
1-800-999-3004 (TTY/TDD)

On-Line: www.lifebalance.net (Password: lifebalance, User ID: lifebalance)

It is important to note that this program and the three free visits are useful for situations that require short-term solutions.

If counseling of a longer duration is needed and you are enrolled in the County's Kaiser Medical Plan, you will have to change counselors and begin visiting a Kaiser member counselor once your three free visits are used.

If counseling of a longer duration is needed and you are enrolled in one of the County's ODS administered Medical Plans, when you call the counselor to make initial visit – ask if that counselor is an ODS participating counselor. If the counselor is a participating provider under your ODS plan, once your three free visits are used you will be charged for additional visits – but you will not have to change counselors.

Benefit Program: Medical Plan Benefits

Each health plan option offered to employees and their eligible family members by Multnomah County includes coverage mental health counseling and chemical dependency issues. Your health plan election, will determine your mental health care benefits. Below is an outline of the benefits provided under each health plan:

1) Kaiser

Membership Services: 503-813-2000 - or - 1-800-813-2000
TTY: Oregon 1-800-735-2900 and Washington 1-800-833-6388

Mental health/chemical dependency services are available at most of the Kaiser medical offices. Specific coverage is provided for specific levels of service. Services include mental health counseling sessions, chemical dependency services, and inpatient and residential/day treatment. To schedule an appointment, contact Membership Services.

2) ODS (Major Medical Plan, Performance PPO Plan, Platinum PPO Plan, Preferred PPO Plan) - or - (administered by ODS Behavioral Health)

ODS Behavioral Health: 503-624-9382 - or - 1-800-799-9391

ODS Behavioral Health is available to assist Members in locating In-Network Physicians, Professional Providers and facilities as well as understanding their health benefits.

Mental health benefits include mental health counseling, chemical dependency treatment, inpatient services, residential/day treatment, and out-patient counseling. Specific coverage is provided for specific levels of service. More complete coverage information is available in your ODS Summary Plan Description (benefit booklet).