

Behavioral Health Benefits and Resources

Caltech Benefits

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Behavioral Health and Emotional Well-Being

Caltech's comprehensive benefits are designed to support all aspects of your well-being. At Caltech, your mental, emotional, psychological and social health are just as important as our physical health. Whether you or your family are facing challenges or adapting to change, you have access to resources that can help.

Wondering where to begin? Explore how Caltech benefits can help you:

Are you ok?

Are you using substances to cope with stress or anxiety? Have you lost interest in the things you used to enjoy? Is your work performance suffering? Mental health issues can feel isolating and difficult to handle on your own. It is important to know the warning signs so you can identify when you need some extra help.

General warning signs of mental illness can include:

- Excessive worry, fear, or sadness
- Problems concentrating
- Irritability or anger
- Extreme mood swings
- Isolating yourself or avoiding social situations
- Changes in sleeping or eating habits
- Unexplainable health problems
- Substance abuse
- Self-harm or suicidal thoughts

If you or a loved one are experiencing any of the above, use this guide to understand and connect to the resources available to you.

Speak With A Trusted Professional

When you need support, someone is here to listen and help. Use your Caltech benefits to connect with the right professional for you.

Included Health

Looking for a therapist or psychiatrist that fits your needs, schedule and preferences? **Included Health** can help you find a contracted provider for you or a family member¹. Visit Included Health website's at includedhealth.com/caltech to get started.

Anthem members

Call **(866) 820-0765** (Monday – Friday 8 a.m. – 6 p.m. PT) or visit anthem.com/ca/caltech to find a provider and to learn more.

For more information about coverage, care and programs for Anthem members, go to [page 4](#).

Kaiser members

Call **(800) 464-4000** or visit kp.org/appointments to schedule an in-person, phone, or virtual video visit with a contracted provider.

For more information about coverage, care and programs for Kaiser members, go to [page 6](#).

Employee Assistance Program (EAP)

To learn more about well-being benefits available through the EAP, go to [page 7](#).

¹ Included Health is available at no additional cost to all eligible employees and their covered dependents enrolled in a Caltech medical plan.



Navigate Options and Treatment

Your Caltech medical plan includes coverage for behavioral health services—such as counseling, treatment, and medication, for:

- Depression, anxiety, or feeling stressed out
- Personal problems such as death of a loved one or problems at work
- Family problems such as marriage or parenting issues
- Emotional or behavioral health conditions such as depression, bipolar disorders and schizophrenia
- Use of substances such as alcohol, marijuana, prescription medications
- Neurodevelopmental disorders such as attention-deficit/hyperactivity disorder (ADHD) and autism

Your coverage includes both specialist and inpatient/outpatient services.



Anthem members

Find care

Your primary care doctor can assess your needs and connect you with the right care or you may self-refer to a behavioral health provider.* Contact your provider or contact Anthem using the information provided on [page 10](#).

Support at your fingertips

- Meet with a behavioral health professional to create a care plan tailored to your needs or access care such as individual therapy, medication, group therapy and other self-care resources. Call **(866) 820-0765** (Monday – Friday 8 a.m. – 6 p.m. PT) to find a provider and to learn more.
- To get 24/7 medical advice by phone, call the Anthem NurseLine at **(800) 700-0197**.
- For urgent mental health advice, call **(800) 273-TALK (8255)**, available 24/7, to speak to a crisis team.

* Anthem HMO members must see an Anthem contracted provider, except in an emergency.

Virtual visits

Access virtual visits with LiveHealth Online, which lets you connect with a therapist, psychologist, or psychiatrist in the privacy and comfort of your home, at a cost similar to an in-office visit.

- Talk with a licensed therapist for help with stress, anxiety, depression, grief, panic attacks, and family issues in a 45-minute session. The cost is about the same as an in-office therapy visit.
- Talk with a board-certified psychiatrist, who can prescribe medication to help manage a mental health condition.
- To make an appointment, visit livehealthonline.com, call **(888) 548-3432** or use Anthem's Sydney Health mobile app. Appointments are available from 7 a.m. – 11 p.m. PT, seven days a week.



Emotional well-being resources

Access digital tools to help identify thoughts and behavior patterns that affect your emotional well-being and work through them. Learn effective ways to manage stress, depression, anxiety, substance use, and sleep issues. To begin, log in to [anthem.com/ca](https://www.anthem.com/ca), go to *My Health Dashboard*, choose **Programs**, and select **Emotional Well-being resources**.

Autism Spectrum Disorder Program

This no-cost, confidential program builds a support system for families of members on the autism spectrum and helps parents understand care options. Our specially trained case managers can coordinate medical and community resources for you, including Applied Behavior Analysis (ABA) therapy. Call **(844) 269-0538**.

Anthem Concierge

Get answers to your benefits and claims questions, find in-network doctors, understand costs, manage pharmacy prior authorizations and home delivery orders, and more with the help of an Anthem expert.

At Campus in the HR Building

Ruben Rodriguez

(626) 395-6628

rrodrig5@caltech.edu

At JPL

Ramona Mickel

(303) 907-5983

ramona.mickel@anthem.com

Pharmacy Concierge

Anthem members can access Integrity Pharmaceutical Advisors (IPA). IPA pharmacists are available to answer questions and discuss possible alternative medications with you and/or your physician for situations such as:

- Facilitating a review and appeal process for prescription drug changes
- Finding alternative prescriptions
- Reducing your out-of-pocket costs
- Questions about medications and the diseases they treat
- Prescription coverage and benefit information

To schedule an appointment, reach out by phone or online, available 24/7

• Call **(844) 453-7043**

• Web: calendly.com/caltech-jpl/appointment

• Appointments are offered weekdays from 8 a.m. – 8 p.m. PT (minimum 48-hour advance booking)

Kaiser Permanente members

Find care

- Your primary care doctor can assess your needs and connect you with the right care or you may self-refer to a behavioral health provider. Call **(800) 464-4000** or visit kp.org/appointments to schedule an in-person, phone, or virtual video visit with a contracted provider.

Support at your fingertips

- Get 24/7 medical advice by phone at **(833) 574-2273**.
- Meet with a mental health professional to create a care plan tailored to your needs. Call **(833) 579-4848** to make an appointment.
- For urgent mental health advice, call **(800) 900-3277**, available 24/7, to speak to a crisis team.
- Visit kp.org/mentalhealth for access to get care such as individual therapy, medication, group therapy and other self-care resources.

Emotional well-being resources

- The Headspace Care app offers 24/7 one-on-one coaching by text and self-care activities to help with many common challenges. Visit kp.org/coachingapps.
- Download self-care apps like Calm for help with sleep, stress, anxiety, and more by visiting kp.org/selfcareapps.
- Connect to a **wellness coach** by phone at no additional cost. Visit kp.org/wellnesscoach for more information.
- Regular workouts can help to improve your mood, sharpen your mind and help you feel healthier. Kaiser has partnered with **ClassPass** to provide on-demand yoga, cardio, and bootcamp video workouts at no cost, and reduced rates for in-person fitness classes. Get started at kp.org/exercise.



SEE THE FULL PICTURE

Contact Human Resources for more information regarding benefits and leaves of absence. Go to the **Learn More** section for contact details.

Get Additional Resources and Support

Employee Assistance Program (EAP)

The **Employee Assistance Program (EAP)** program, available to all Campus and JPL, supports your emotional well-being with 1:1 professional counseling at no cost to you and your family.

Get support for a variety of topics, such as:

- Relationships
- Stress management
- Grief and loss
- Job pressures
- Problems with children
- Stress, anxiety or depression

To access the EAP

Campus

Contact the Staff & Faculty Consultation Center (SFCC)

📞 **(626) 395-8360**

(leave a voicemail M-F, 8 a.m. – 5 p.m. PT)

➤ SFCC@caltech.edu

🌐 sfcc.caltech.edu

JPL

Contact Empathia

📞 **(800) 367-7474**

🌐 mylifematters.com

Password: JPL

Learn to Live

📞 **(800) 406-7457** Available 24/7

🌐 learntolive.com/partners

(Access code: JPL)

Download the **Learn to Live** app

Wellness programs

Well-being is for everyone. Caltech recognizes the importance of putting your well-being first and foremost. Employees can access information on our wellness program offerings here:

- **Campus:** Visit hr.caltech.edu/careers/caltech-perks
- **JPL:** Visit JPL Space and click the Workday icon

Leaves of Absence

It can be difficult to manage a serious mental health condition and work at the same time. When you need the extra time and space for more intensive treatment, you may consider taking a leave of absence from work.

You may be eligible for a leave of absence. You can learn more about Caltech leave policies here:

- Campus Staff and JPL: Visit hr.caltech.edu and review the Personnel Memorandums.
- Faculty: Visit provost.caltech.edu and review the Faculty Handbook.
- Postdoctoral Scholars: Visit postdoc.caltech.edu and review the Postdoctoral Scholars Handbook.

Notice and respond with colleagues and loved ones

Many people have mental health concerns from time to time. But a mental health concern becomes a mental illness when ongoing signs and symptoms cause frequent stress and affect one's ability to function. Symptoms can vary, depending on the disorder, circumstances, and other factors. Examples of signs and symptoms can include:

- Feeling sad or down
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries, or extreme feelings of guilt
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Significant tiredness, low energy or problems sleeping
- Inability to cope with daily problems or stress
- Trouble understanding and relating to situations and to people
- Problems with alcohol or drug use
- Major changes in eating habits
- Excessive anger, hostility or violence
- Suicidal thinking

If you or anyone around you are showing signs of mental illness, have an open and honest discussion with them about your concerns. You may not be able to force someone to get professional care, but you can offer encouragement and support. You can also help them get care through the Employee Assistance Program (EAP), a physician, or a mental health provider.



Other Helpful Resources

National Suicide Prevention

Are you in a crisis? Help is available by visiting 988lifeline.org.

📞 Call the National Suicide Prevention Hotline at **(800) 273-TALK (8255)**

💬 Text the National Suicide Prevention Crisis Text Line: **HELLO** to **741741**

National Alliance on Mental Illness (NAMI)

The NAMI HelpLine is a free, nationwide peer-support service providing information, resource referrals and support to people living with a mental health condition, their family members and caregivers, mental health providers and the public. To reach the NAMI HelpLine, call **(800) 950-6264** or text **HELPLINE** to **62640**, Monday – Friday, 7 a.m. – 7 p.m. PT, or visit nami.org.

HelpLine staff and volunteers are experienced, well-trained and able to provide guidance. The NAMI HelpLine is not a crisis line, or suicide prevention line. If you or someone you know is experiencing a crisis, contact the National Suicide Prevention Line.

The Trevor Project

The Trevor Project is the world's largest suicide prevention and crisis intervention organization for lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) young people. If you are thinking about harming yourself, get immediate crisis support. Connect to a crisis counselor 24/7, 365 days a year, from anywhere in the US via text, chat, or phone. The Trevor Project is 100% confidential and 100% free.

🌐 Visit thetrevorproject.org

💬 Text "START" to **678-678**

📞 Call **(866) 488-7386**

💬 Chat by visiting chat.trvr.org

National Eating Disorders Association

The National Eating Disorders Association (NEDA) works to advance research, build community, and raise awareness to support Americans with eating disorders.

Resources are available:

- ANAD Helpline: **(888) 375-7767**
Monday – Friday, 7 a.m – 7 p.m. PT
anad.org
- National Alliance for Eating Disorders Helpline: **(866) 662-1235**
Monday – Friday, 6 a.m. – 4 p.m. PT
allianceforeatingdisorders.com

Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA's National Helpline, **(800) 662-HELP (4357)** is a confidential, free, 24/7, 365 days a year information service, in English and Spanish, for individuals and family members facing mental and/or substance abuse disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Please visit samhsa.gov/find-help/national-helpline for more information.

Alzheimer's Association

The Alzheimer's Association 24/7 helpline, **(800) 272-3900**, is a free service offering support for people living with dementia, caregivers, families, and the public. Connect with a live person who can provide information, local resources, crisis assistance and emotional support. Please visit alz.org for more information.

Veterans Crisis Line

The Veterans Crisis Line connects Veterans and Service members in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline, available 24/7, online chat, or text. You do not have to be enrolled in VA benefits or health care to connect.

- Visit veteranscrisisline.net
- Dial **988** and **press 1**
- Chat online by visiting veteranscrisisline.net/get-help-now/chat
- Text **838255**

The National Maternal Mental Health Hotline

Pregnant or just had a baby? The National Maternal Mental Health Hotline is free, confidential, and here to help, 24/7. Trained counselors can listen to what you're going through, connect you with local support groups and organizations, and refer you to other health care professionals if you need more care.

- Call or text **(833) TLC-MAMA / (833) 852-6262**
- Visit mchb.hrsa.gov/programs-impact/national-maternal-mental-health-hotline





Learn More

Benefit / Need

Contact...

Benefit Contacts

Anthem Contacts

Medical

(866) 820-0765

Monday – Friday 8 a.m. – 6 p.m. PT

Anthem concierge

At Campus in the HR Building

Ruben Rodriguez

(626) 395-6628

rrodrig5@caltech.edu

At JPL

Ramona Mickel

(303) 907-5983

ramona.mickel@anthem.com

Visit [anthem.com/ca/caltech](https://www.anthem.com/ca/caltech)

Download the **Sydney Health** mobile app at [anthem.com/member-resources/sydney-app](https://www.anthem.com/member-resources/sydney-app)

Virtual care

[livehealthonline.com](https://www.livehealthonline.com) or call **(888) 548-3432**

Integrity Pharmaceutical Advisors (IPA)

To schedule an appointment, visit [calendly.com/caltech-jpl/appointment](https://www.calendly.com/caltech-jpl/appointment)

(844) 453-7043

Monday – Friday 8 a.m. – 8 p.m. PT

Benefit / Need	Contact...	
Kaiser Contacts	<p>Southern California (800) 464-4000 Monday – Friday 8 a.m. – 5 p.m. PT</p> <p>Washington (888) 901-4636 Monday – Friday 8 a.m. – 5 p.m. PT</p> <p>Get 24/7 medical advice by phone (833) 574-2273</p> <p>Talk to your primary care doctor (833) 574-2273</p> <p>To schedule an in-person, phone, or video visit kp.org/appointments</p> <p>Download the Kaiser Permanente mobile app at healthy.kaiserpermanente.org/pages/mobile-app</p>	<p>Meet with a mental health professional (833) 579-4848</p> <p>Urgent mental health advice 24/7 (800) 900-3277</p> <p>Coaching apps kp.org/coachingapps</p> <p>Wellness Coaching kp.org/wellnesscoach</p> <p>Free and reduced exercise classes kp.org/exercise</p>
Included Health	<p>Visit includedhealth.com/caltech (800) 929-0926 Monday – Friday, 5 a.m. – 6 p.m. PT</p>	<p>Download the Included Health mobile app at https://includedhealth.com/get-the-app</p>
Benefits Office		
More information	<p>JPL Additional information is available by going to JPL Space and selecting the Workday icon. Submit an AskHR inquiry at servicenow.jpl.nasa.gov/hrportal or call (818) 354-4447.</p> <p>Campus Additional information is available at MyBenefits.caltech.edu. You may also send an email to hrbenefits@caltech.edu or call (626) 395-6443.</p>	

Benefit / Need**Contact...****Additional Contacts and Hotlines**

Disability and Time Off

Campus

Visit the Disability & Leave Administration Unit at hr.caltech.edu.
(626) 395-3092 or at leaveunit@caltech.edu

JPL

Submit an AskHR inquiry at servicenow.jpl.nasa.gov/hrportal
 or call **(818) 354-4447**

Employee Assistance Program (EAP)

Caltech employees

Staff & Faculty Consultation Center (SFCC)
sfcc.caltech.edu
 Call **(626) 395-8360** (leave a voicemail Monday – Friday, 8 a.m. – 5 p.m.)

JPL employees

Empathia at mylifematters.com
 Password: JPL
 Learn to Live
 Call **(800) 406-7457**
 Available 24/7
 Visit learntolive.com/partners (Access code: JPL)
 Download the **Learn to Live** app

National Suicide Prevention Hotline

Call **(800) 273-TALK (8255)**
 Text **HELLO** to **741741**
 Available 24/7
 Visit 988lifeline.org

National Alliance on Mental Illness (NAMI) Helpline

Call **(800) 950-6264**
 Text **HELPLINE TO 62640**
 Monday – Friday, 7 a.m. – 7 p.m. PT

Visit nami.org/support-education/nami-helpline/

The Trevor Project

Text **START** to **678-678**
 Call **(866) 488-7386**
 Chat by visiting chat.trvr.org
 Available 24/7

Visit thetrevorproject.org

Benefit / Need	Contact...	
National Eating Disorders Association	ANAD Helpline: (888) 375-7767 Monday – Friday, 7 a.m. – 7 p.m. PT Visit anad.org	National Alliance for Eating Disorders Helpline: (866) 662-1235 Monday – Friday, 6 a.m. – 4 p.m. PT Visit allianceforeatingdisorders.com
Substance Abuse and Mental Health Services Administration (SAMHSA)	Call (800) 662-HELP (4357) Available 24/7	Visit samhsa.gov
Alzheimer’s Association	Call (800) 272-3900 Available 24/7	Visit alz.org
Veterans Crisis Line	Dial 988 and Press 1 Chat online by visiting veteranscrisisline.net/get-help-now/chat Text to 838255 Available 24/7	Visit veteranscrisisline.net
The National Maternal Mental Health Hotline	Call or text (833) TLC-MAMA / (833) 852-6262 Available 24/7 Visit mchb.hrsa.gov/national-maternal-mental-health-hotline	

Note: This document is a summary of benefits and is not a contract. It describes benefits and resources in general terms. For current and comprehensive benefits information, please reference all plan documents and supporting materials.