

Monthly Benefits Memo

Sept.
2024

Mental health and crisis support with EAP

September is National Suicide Prevention Month, and serves as a reminder that suicide is a complex health issue that impacts our friends, families and neighbors. We want you to know that if you or a loved one are experiencing a mental health crisis, you don't have to go it alone.

Under our EAP – provided by GuidanceResources with ComPsych – State of Idaho health plan members have access to six counseling sessions, per member, per issue. To access your EAP benefits, register at guidanceresources.com and enter the Organization Web ID: **SOIEAP**. If you have questions about the EAP, call GuidanceResources at 1-800-922-2687.

If you find yourself in a mental health crisis and needing immediate support, dial **988** to reach the Suicide & Crisis Lifeline.

Physical therapy from the comfort of home

Did you know that you can get a customized exercise program and expert advice all from the comfort of home? With Hinge Health, you will work with licensed physical therapists to develop a plan to reduce pain, recover from injury and increase mobility. As Regence members, this unique program is covered at 100% which means no copay and no out-of-pocket costs. To get started, visit hinge.health/SOI.

Medicare resources

If you are turning 65 soon and would like more information about your Medicare options, Regence offers several informational sessions throughout the year, both in-person and virtually, to help you navigate the process.

For more information visit www.regence.com/go/SOI/medicare.

Important insurance terms

To get the most out of your medical coverage, it's important to understand all the terminology that comes with it. Each month, we'll share important insurance terms so you can start building your insurance vocabulary.

Coinsurance: The amount you owe for covered health care services before your health insurance or plan begins to pay. For example, if your deductible is \$1,000, your plan won't pay anything until you've met your \$1,000 deductible for covered health care services subject to the deductible. The deductible may not apply to all services.

