

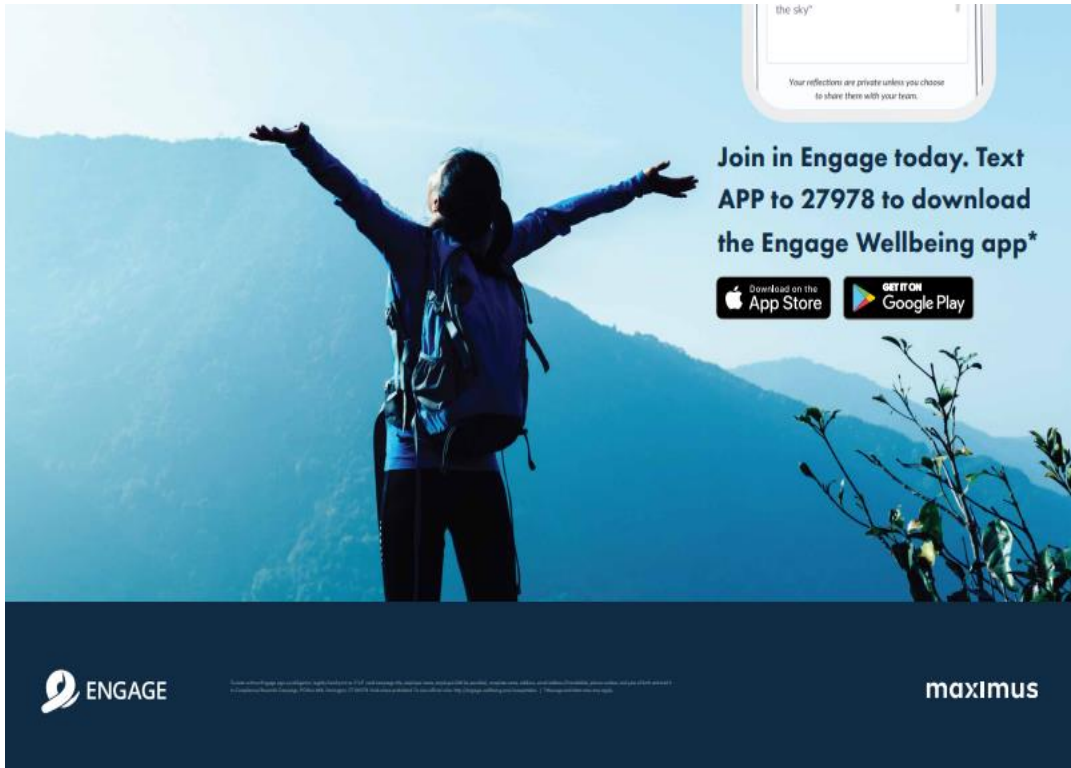
Wellbeing Talks - May 2024

Mental Health Awareness Month

Liz Olsen, Manager, Employee Wellbeing

Recharge wellbeing challenge through Engage

engage-wellbeing.com



- 130 teams
- 811 players
- 35,000 gems earned so far!



Remember...it's a journey, not a competition!

Date: May 13 through May 27

Teams: 2 to 6 players

Goal: Earn gems and advance through all ten levels

Example Activities include:

- Breathing
- Journaling
- Building gratitude
- Visualizations
- Eating mood-boosting foods

Sweepstakes prizes:

- All employees who advance through all levels will automatically be entered into a random sweepstakes drawing.
- Five winners will be selected to each win a portable Bluetooth speaker

Agenda

1. Employee Wellbeing at Maximus
2. The mental health continuum
3. Finding the right resources
4. The Employee Assistance Program – a closer look
5. Resources

This session is being recorded

Questions will be taken throughout the presentation

You can always reach out to: mywellness@maximus.com

X What is Employee Wellbeing at Maximus?

- Virtual Fitness
- Health coaching
- Wellbeing challenges
- Rewards for healthy actions

- Mental health counseling
- Digital behavioral care
- Wellbeing education
- Mindfulness and meditation



Enrolled in Anthem medical:*

- Health coaching and chronic condition support
- Telehealth for physical and behavioral care
- Family planning support with incentive
- Employer funding and incentives
- Preventive care
- 24/7 nurse line
- Virtual second opinion

Enrolled in Anthem medical:*

- Behavioral Healthcare support
- Telehealth for behavioral care
- Digital behavioral support

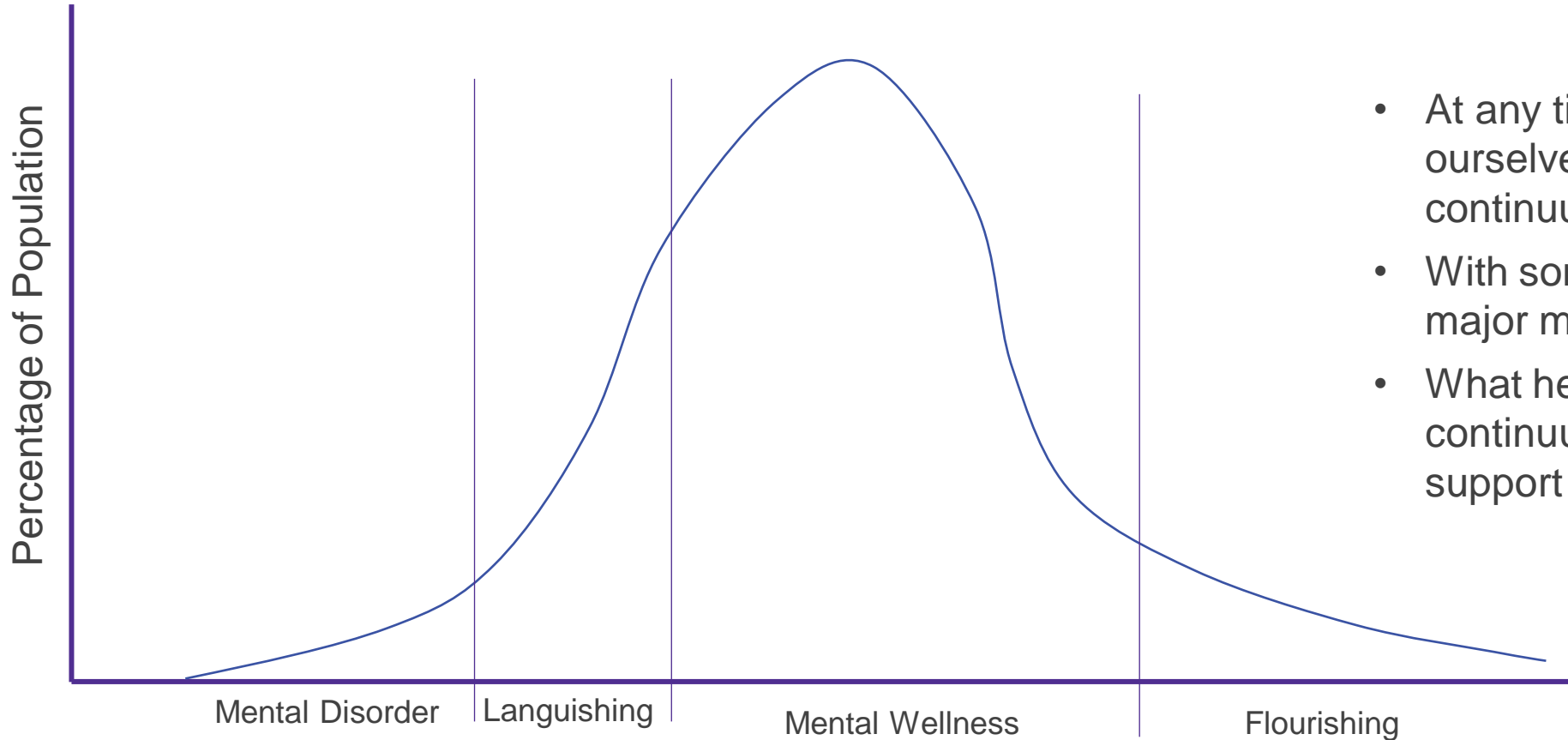
- Wellbeing platform
- Wellness challenges
- Support for family, culture, relationships
- Fairs, onsite activities

- Resources for planning and education
- Financial and Legal guidance
- Perks, savings
- Discounted daycare

*Refer to the 2024 Benefits Guide for more information. The Benefits Guide can be found on [My.Maximus.com/Benefits](https://www.my.maximus.com/benefits)

Mental Health Continuum*

Many of us exist in this space of moderate mental wellbeing



- At any time, we could find ourselves anywhere along this continuum
- With some dealing with a major mental health issue
- What helps us along this continuum is varying levels of support

*Graphic: Alice Bernet, RN, PhD, PMHNP-BC

X Meeting employees where they are



Self-paced, digital tools

I'll see what's available and work at my own pace



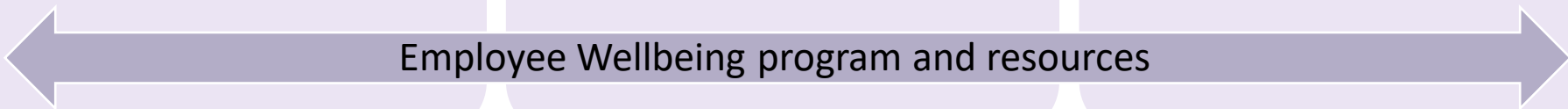
Professional/personal support

I need some help identifying and achieving goals



One-on-one care

I need to talk to someone.



Employee Wellbeing program and resources

Support on your journey to mental wellbeing

Self-paced, digital tools

EAP  TELUS[®] Health

- Articles, assessments, webinars
- CareNow digital behavioral care
- Financial and legal resources
- Employee Perks

LifeSpeak Inc.

- Library of bite-sized content

◆ Wellbeats

- On-demand physical, mental and nutritional fitness

headspace

- Mindfulness, meditation, sleep, focus, monthly live meditations

Professional /Peer Support

EAP  TELUS[®] Health

Care Now counselor-assisted

- Webchat with mental health professional

TELUS Community peer to peer support

- Chat with people with shared experiences through an online chat

LifeSpeak Inc.

- Monthly webchat on pre-selected topics

One-on-One Care

EAP  TELUS[®] Health

Licensed Counselor

- Short-term, solutions focused counseling
- No cap on how many times you use this resource, but it is meant to be short-term
- One-on-one sessions, in person or virtual
- Focus on mental health

Mental health support for Anthem members

Self-paced, digital tools



Wellbeing Coach Total

- Digital coaching through Lark
- Support for losing weight, quitting tobacco, nutrition and meal planning, mindfulness, and Activity tracking and recommendations

Professional /Peer Support



Wellbeing Coach Total

- Telephone coaching

One-on-One Care



Anthem Behavioral Health Care Center

- Understand your coverage and navigate the behavioral healthcare system



- Virtual care for medical or behavioral health
- Connect with a board-certified provider via video chat or phone
- No cost to member in 2024

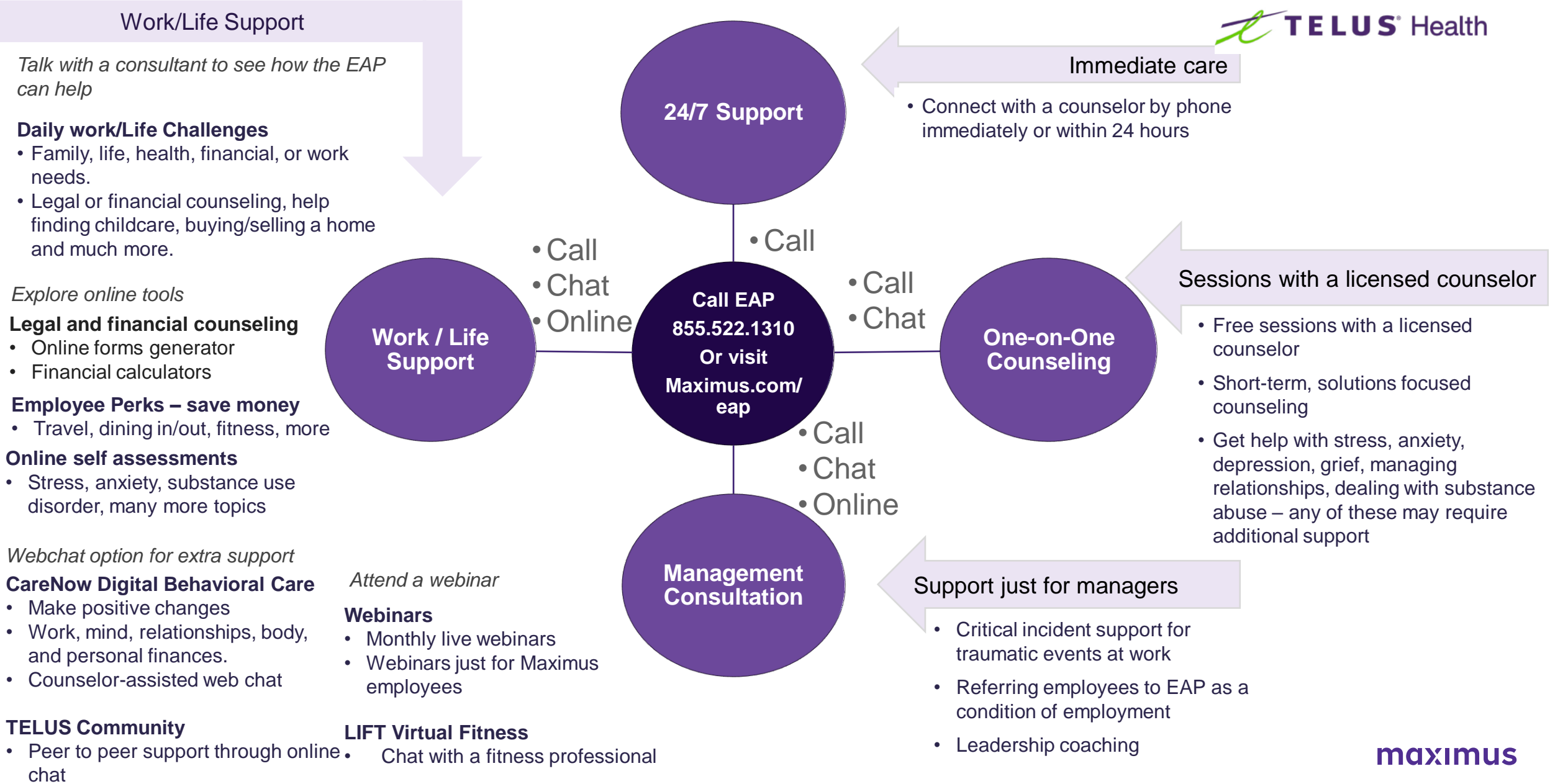
Medical Ally virtual medical second opinion

- Get help understanding a diagnosis or treatment options, or finding a doctor or hospital

The background of the slide is a dark purple color with a pattern of lighter purple, semi-transparent geometric shapes, including triangles and diamonds, arranged in a grid-like fashion. The text is centered on the left side of the slide.

Employee Assistance Program

Employee Assistance Program – Detailed Services



Work/Life Support

Talk with a consultant to see how the EAP can help

Daily work/Life Challenges

- Family, life, health, financial, or work needs.
- Legal or financial counseling, help finding childcare, buying/selling a home and much more.

Explore online tools

Legal and financial counseling

- Online forms generator
- Financial calculators

Employee Perks – save money

- Travel, dining in/out, fitness, more

Online self assessments

- Stress, anxiety, substance use disorder, many more topics

Webchat option for extra support

CareNow Digital Behavioral Care

- Make positive changes
- Work, mind, relationships, body, and personal finances.
- Counselor-assisted web chat

TELUS Community

- Peer to peer support through online chat

Attend a webinar

Webinars

- Monthly live webinars
- Webinars just for Maximus employees

LIFT Virtual Fitness

- Chat with a fitness professional

24/7 Support

Immediate care

- Connect with a counselor by phone immediately or within 24 hours

Work / Life Support

- Call
- Chat
- Online

Call EAP
855.522.1310
Or visit
Maximus.com/
eap

- Call

- Call
- Chat

One-on-One Counseling

Sessions with a licensed counselor

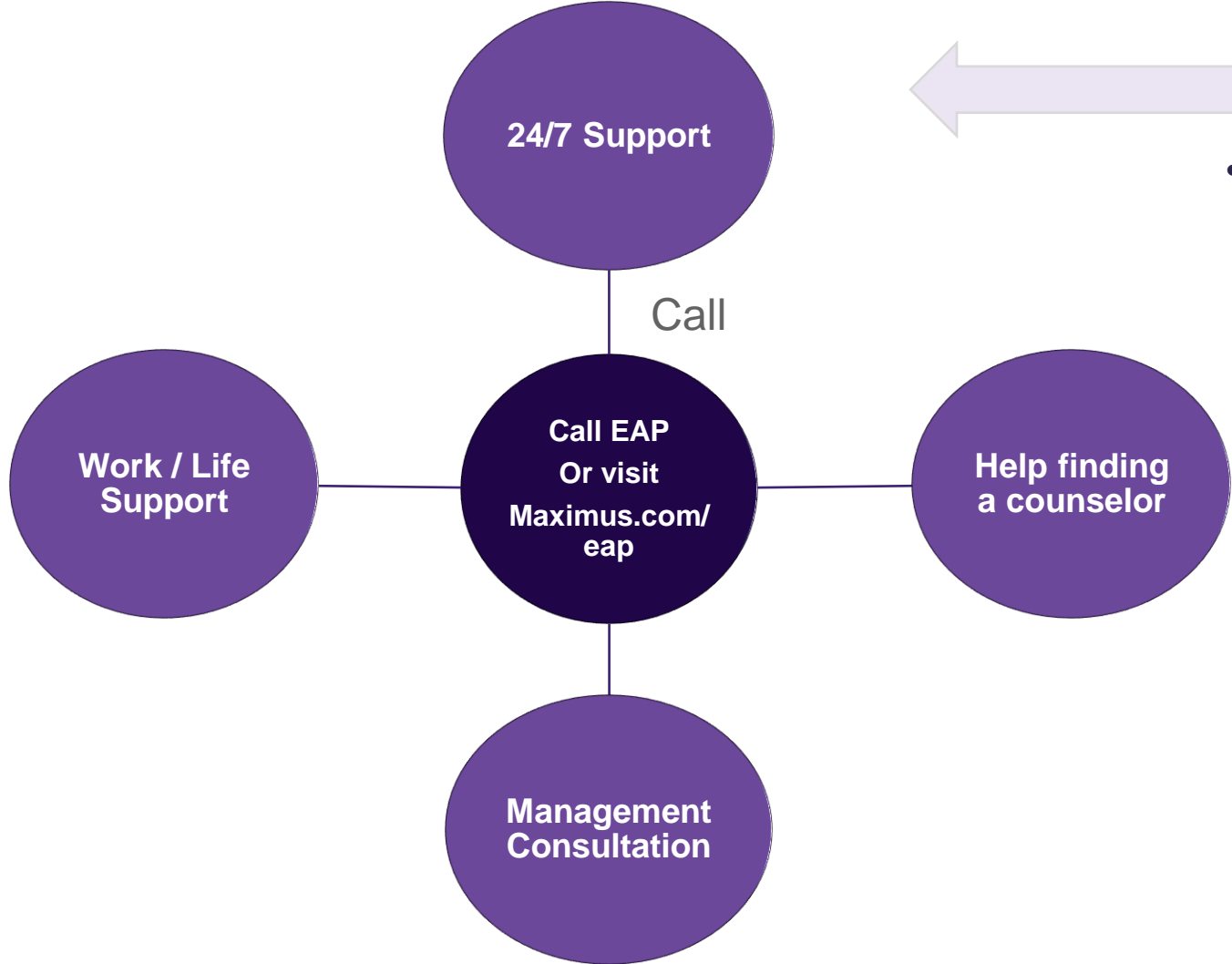
- Free sessions with a licensed counselor
- Short-term, solutions focused counseling
- Get help with stress, anxiety, depression, grief, managing relationships, dealing with substance abuse – any of these may require additional support

Management Consultation

Support just for managers

- Critical incident support for traumatic events at work
- Referring employees to EAP as a condition of employment
- Leadership coaching

Employee Assistance Program



- Connect with a counselor by phone immediately or within 24 hours

NOTE!!! Anyone experiencing a life-threatening situation should call the appropriate emergency number:

- Emergency services: 911
- Suicide and Crisis Lifeline: 988

Employee Assistance Program



Work/Life Support

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- Make positive changes
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EAP/TELUS Community

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Attend a webinar

Webinars

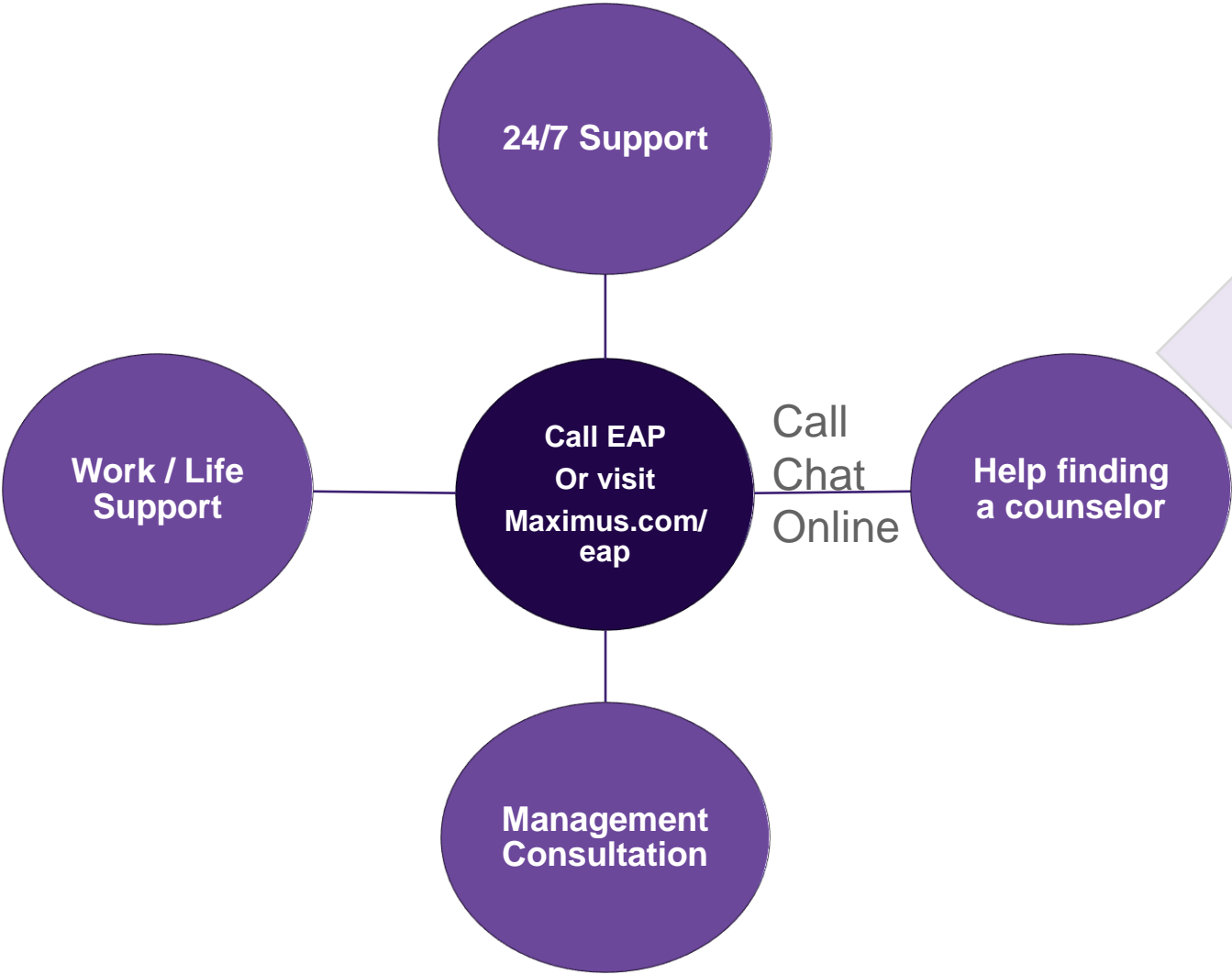
- Monthly live webinars
- Webinars just for Maximus employees

LIFT Virtual Fitness

- Chat with a fitness professional



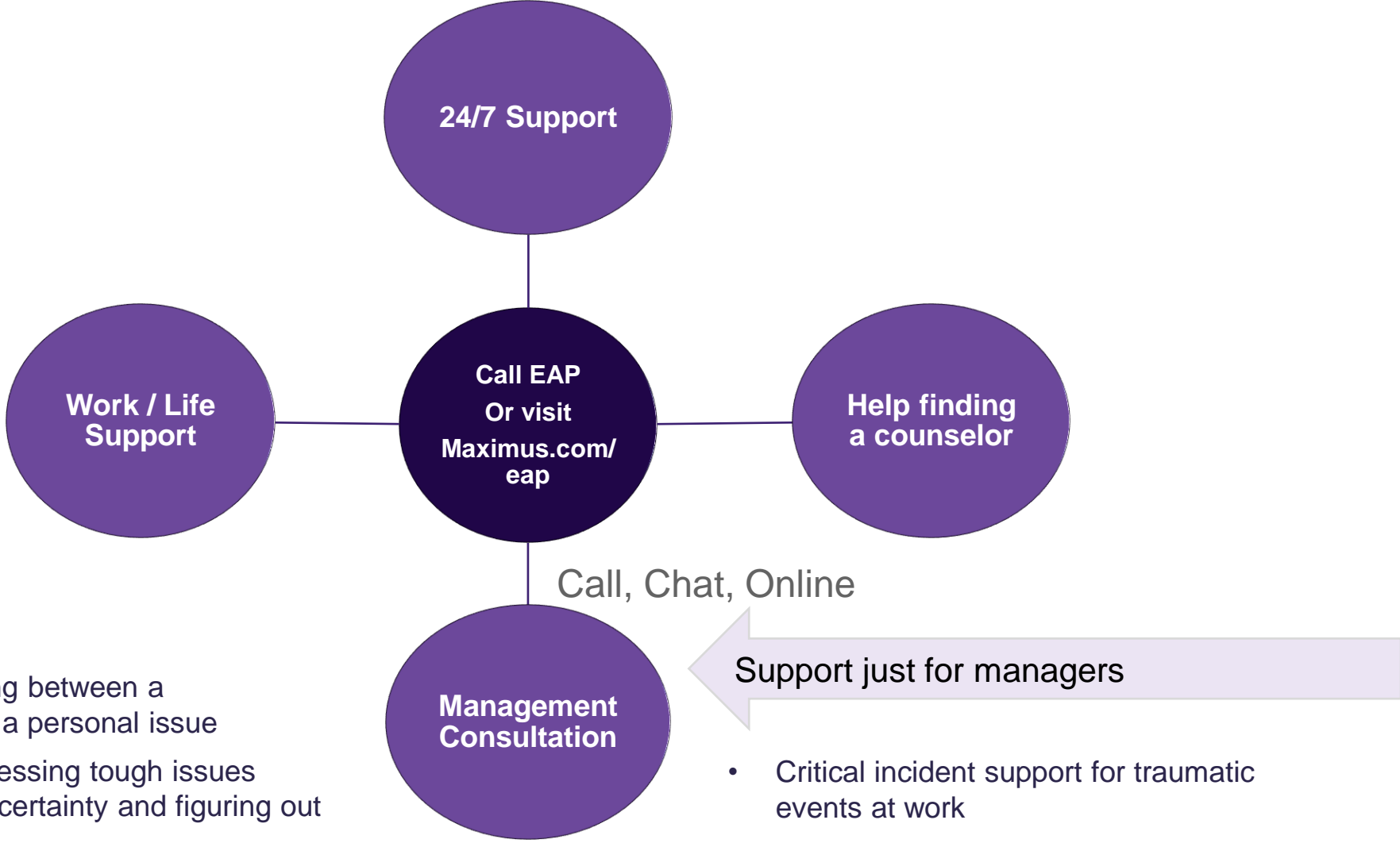
Employee Assistance Program



Sessions with a licensed counselor

- Free sessions with a licensed counselor
- Short-term, solutions focused counseling
- Get help with stress, anxiety, depression, grief, managing relationships, dealing with substance abuse – any of these may require additional support

Employee Assistance Program



- Help distinguishing between a performance and a personal issue
- Guidance in addressing tough issues where there is uncertainty and figuring out how to proceed
- Help with referring an employee to mental health resources

- Critical incident support for traumatic events at work
- Referring employees to EAP as a condition of employment
- Leadership coaching

The Employee Assistance Program (EAP)

What is the EAP



Support and assistance for any life or work issue, challenge, or concern

- Free
- Confidential*
- 24/7 support
- Online resources
- Consultants to help you find the right resources
- One-on-one counseling that is short-term and solutions-focused
- Webinars

*Note: If there is indication of harm to self or others, the EAP consultant will notify the appropriate parties

Who can use the EAP



Maximus employees and anyone in the home may use the EAP*

- Employees and all members of their household, including spouses, domestic partners, dependents, roommates, other relatives
- TELUS Health has a crisis response page for the general public. Please visit: <https://go.lifeworks.com/we-are-here-to-help>

*The EAP is not available to temporary or contingent workers. They may be referred to the crisis response page above.

How do I reach the EAP



- Call 855.522.1310
- Chat online
- Visit maximus.com/eap
 - Username: maximuseap
 - Password: maximus
- Personalize your login for access to assessments and Care Now digital support
- Find more information at MyWellness-Maximus.com on the Employee Assistance Page



NOTE!!! Anyone experiencing a life-threatening situation should call the appropriate emergency number:

- Emergency services: 911
- Suicide and Crisis Lifeline: 988

TELUS Health / EAP Community – Peer to peer support



What is it?

- Peer to peer support through an anonymous, online chat site
- Provides a personal connection and helps people feel less isolated
- Supports counselling and other EAP services to access support regardless of where individuals are in their mental health journey.



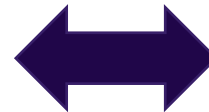
How does it work?

- Users can ask for help, support others or simply read what others are sharing
- Activity is anonymous to other users
- IP addresses are used for moderation purposes and in the event escalation is needed.
- Users must be 16 years or older
- Users can turn on filters to only see topics they're interested in
- Users can search for specific topics



Is it safe?

- The site is monitored in real time to ensure appropriate usage and to protect users from inappropriate behavior
- The back-end technology flags 'at risk' or inappropriate posts, which can be removed within seconds.
- Any post/user that is flagged 'at risk' is immediately consulted by a Clinician who can provide immediate assistance.
- Immediate assistance may mean early intervention and redirecting the user back to TELUS Health for critical support, or deploying EMS in their area
- Clinicians are clinically trained to handle all levels of risk and support individuals in real-time.



Resources to support wellbeing - employees

Questions or need more information?

- Email MyWellness@Maximus.com
- Visit MyWellness-Maximus.com
- Submit a Wellness ticket through the People Service Portal
- Visit: Engage-Wellbeing.com
- [Flier of wellbeing programs for all employees at MyWellness-Maximus.com](#)
- [Flier of wellbeing programs for Anthem members on MyWellness-Maximus.com](#)

CCO Employees only (same fliers as above posted on CCO site):

- [Flier of Wellbeing programs for all employees, CCO Connections](#)
- [Flier of wellbeing programs for Anthem members, CCO Connections](#)

Webinars

- Regular live webinars just for Maximus employees. Visit MyWellness-Maximus.com for a schedule and registration
- [Mental Health in the Workplace for Managers and HR at MyWellness-Maximus.com.](#)
 - [MyLearning: Mental Health in the Workplace for Managers](#)
- [Mental Health in the Workplace for All Employees at MyWellness-Maximus.com.](#)
 - [MyLearning: Mental Health in the Workplace for all Employees](#)
- Wellbeing Talks, every third Friday. Visit MyWellness-Maximus.com or Maximus.com/Employees.

Communications

- Monthly messaging
- Daily corporate update
- Engage messaging
- Wellbeing challenges
- Vendor messaging
- Onsite events
- MyWellness-Maximus.com – Visit the Home Page for monthly updates on resources
- Engage-Wellbeing.com – Check the Home Page for Maximus updates

Resources

The background features a complex geometric pattern of overlapping triangles in various shades of purple, ranging from a deep, dark purple to a lighter, lavender hue. The triangles are arranged in a way that creates a sense of depth and movement, with some pointing towards the center and others pointing outwards. The overall effect is a modern, abstract design.

Employee Wellbeing Talks – Proposed topics

**3rd Friday, 1:00
– 2:00 p.m.**

Audience	Topic	Key special observances promoted by Wellbeing	Proposed date
All	Wellbeing program overview – Meeting employees where they are (start with Engage)	General awareness of wellbeing programs	January 19
Anthem-enrolled	Wellbeing Rewards – Roadmap to \$500 (emphasize programs that support heart health and earn points)	American Heart Month	February 16
All	Health and wellbeing coaching (cover programs for both audiences)	Sleep Awareness and Nutrition Awareness month	March 15
All	Financial wellbeing, possible Fidelity speaker	America Saves Week and Financial Capability Month	April 19
All	The EAP and behavioral care (cover programs for both audiences)	<ul style="list-style-type: none"> • Mental Health Awareness • Women’s Health week 	May 17
Anthem-enrolled	Wellbeing Coach Total digital app deep dive w/guest speaker from Anthem/Lark	Men’s Health week	June 21
Anthem-enrolled	Support for chronic conditions (Omada, LHO, Sword, virtual second opinion)	General focus on chronic conditions	July 19
All	Free apps for physical and mental health (Headspace, Wellbeats, LifeSpeak, Lift)	General focus on activities during the summer	August 16
Anthem-enrolled	Building Healthy Families w/guest speaker from Anthem	Suicide Prevention month	September 20
All	The importance of preventive care	October – Breast Cancer Awareness	October 18
Anthem-enrolled	Omada for diabetes, hypertension, and prevention deep dive w/guest speaker from Omada	November – Diabetes Awareness	November 15
All	Mental health resources – seasonal stress	General awareness of stress around the holidays	December 20

2024 Free Maximus wellbeing programs for all employees*



Portal to all wellbeing resources

Engage-Wellbeing.com

Use your Employee ID number to register

You can download your Anthem ID card from Engage

Wellness Incentives

- Earn points for healthy activities
- Not enrolled in Anthem - Redeem points each quarter for a chance to win prizes
- Enrolled in Anthem - Earn 2,500 points for the maximum incentive into your health plan account
 - Incentives are processed in \$50 increments once a threshold of 500 points is reached
 - Note: Allow 6 to 8 weeks for deposits to show in your HSA or HRA

EAP*

Employee Assistance Program (EAP) through Telus Health

Call: 855.522.1310

Maximus.com/EAP

- Username: maximuseap
- Password: maximus
- Available to all employees and members of their household

Services

- 24/7 Support
- Free counseling
- Work/Life Support
- Management support
- Legal/Financial resources
- Assessments
- Financial and legal advice

CareNow Digital Behavioral Care

LIFT Virtual Fitness

Employee Perks – save money on:

- Travel
- Dining In/Out
- Fitness
- Technology
- More



Engage-Wellbeing.com

Visit with a health coach through a live video visit at no cost:*

- Healthy Blood Pressure – Receive a blood pressure cuff
- Healthy Weight – Receive a connected weight scale
- Tobacco Free – Access to nicotine replacement products

LifeSpeak Inc.

maximus.lifespeak.com

- Access ID: maximus
- Library of mental health content
- Short videos
- Monthly live chat

***Note:** LiveHealth Online coaching for Healthy Weight and Tobacco Free is available only to employees who are **not** enrolled in an Anthem medical plan. Anthem members will access health coaching through Anthem's Wellbeing Coach Total. LiveHealth Online Healthy Blood Pressure is available to all.



Mindfulness/Meditation

work.headspace.com/maximus/join

Help with Stress, anxiety, sleep, focus, and more

- Meditations
- Workshops
- Activities



Virtual Fitness

- portal.wellbeats.com or download the app.
- Username: employee ID
- Password: maximus

Online, on-demand, instructor-lead fitness

- Every age, interest, ability
- Physical fitness
- Nutrition
- Mindfulness



Financial Planning and Education










Netbenefits.com

- Retirement plan
- Calculators and assessments
- Articles
- Live and on-demand webinars and workshops
- Discounts on financial services

For more information on wellbeing resources visit: MyWellness-Maximus.com or visit your personal wellbeing portal at Engage-Wellbeing.com or on the Engage mobile app.

Questions? Submit a Wellness ticket through the People Services Portal or email MyWellness@Maximus.com

2024 Wellbeing and chronic condition support for employees and dependents enrolled in Anthem – no cost*

Resource (link to MyWellness-Maximus.com)	Description
 Anthem Behavioral Health Care Center	<ul style="list-style-type: none"> Confidential resources to help manage anxiety, stress and substance abuse, understand your coverage, and navigate the behavioral healthcare system Call 24 hours a day, 7 days a week: 844.792.5141
 LiveHealth Online Healthy Blood Pressure	<ul style="list-style-type: none"> Helps you make small changes to lower your blood pressure, provided at no cost to you. Access at Engage-wellbeing.com or the Engage mobile app under LiveHealth Online.
 Building Healthy Families	<ul style="list-style-type: none"> Support to help your family grow strong whether you're trying to conceive, expecting a child, or in the thick of raising young children. Earn \$250 if you enroll in the 1st trimester and complete the program, and \$125 if you enroll in the 2nd trimester and complete the program. Call an Anthem Health Guide at 833.371.1223
 Omada for weight-related disease	<ul style="list-style-type: none"> Prevention program: Lifestyle change program to reduce risk of Type 2 diabetes. Enrollment eligibility is determined by health factors. Visit OmadaHealth.com/Maximus or call 888.409.8687 Diabetes and Hypertension support: Call Express-Scripts (pharmacy benefit provider) at 800.224.5513
 Quest Biometric Screening	<ul style="list-style-type: none"> Free annual biometric health screening (employee's only) Access at Engage-wellbeing.com or the Engage mobile app under Quest.
 Sword Healthy Back and Joint and Bloom Pelvic floor health through LiveHealth Online	<ul style="list-style-type: none"> Two digital physical therapy programs: 1) Healthy back and joints program helps reduce back, joint, or muscle pain, and 2) Bloom for women's pelvic floor health. Both offered from the comfort of your own home through a combination of guidance from a physical therapist with easy-to-use technology Access at engage-wellbeing.com or the Engage mobile app under LiveHealth Online
 Virtual Second Opinion through ConsumerMedical / Anthem	<ul style="list-style-type: none"> Get help understanding a diagnosis or treatment options, or finding a doctor or hospital Call 888.361.3944.
 Wellbeing Rewards	<ul style="list-style-type: none"> Earn rewards by completing actions that support a healthy lifestyle (employees only) Earn up to \$500 into your healthplan account
 *Telehealth through LiveHealth Online	<ul style="list-style-type: none"> Virtual care, including most prescriptions (as appropriate) and a wide range of minor medical conditions (In 2024 care provided at no cost, not subject to the deductible) Connect with a board-certified provider via video chat or phone