

## Employee Assistance Program

One valuable resource provided by United Health Care employees can use their EAP benefit. Employees in need can contact United Health Care, for support and counseling sessions with a provider who is in-network, or one of their choice. In order to use this benefit, the employee should call 1-866-374-6060 the number on the back of their insurance card and let the operator know they want to use the "Optum/UBH EAP" benefit to see a mental health provider. The operator will walk you through some questions to determine what resources are available. It is important to note the operator automatically looks for resources in the employee's home zip code so if the employee would like a provider in another town or more choice in providers, they need to tell the operator to look for providers in other areas such as Columbia. There are only 2 providers in Moberly who are **in-network**. If an employee selects a larger town, like Columbia, they will have more options for providers.

Employees can reach the Employee Assistance Team (EAP team) 24 hours a day 7 days a week at [1-888-887-4114](tel:1-888-887-4114). If the employee feels their circumstances cannot wait 10 business days to be seen by a professional, they should notify the operator of this so they can determine if another resource would be more appropriate. If the employee feels their situation is an emergency, they should dial 911.

Another resource available is the mental health crisis line. Each county in the state of Missouri is contracted with the Department of Mental Health to provide mental health crisis response services 24 hours a day, 7 days a week. This link will provide [Crisis Line phone numbers by county](#) available to those in need.