

Frequently Asked Questions (FAQs) for Staff: Wellness Resources

The information provided in these FAQs relates to resources that are available to all Beth Israel Lahey Health (BILH) colleagues across the system. Your organization may offer additional wellness resources. For more information on resources specific to your organization, please contact your local Human Resources.

1. Does my organization offer an Employee Assistance Program (EAP)?

Yes. Each Beth Israel Lahey Health entity has an Employee Assistance Program (EAP) available to all employees. Please contact your local Human Resources for more information. The EAP offers relief with short-term counseling services for you and your dependents to help you handle concerns constructively, before they become issues. Confidential counseling is available 24/7 for:

- COVID-19 related issues
- Stress, anxiety and depression
- Relationship/marital conflicts
- Problems with children
- Job pressures
- Grief and loss
- Substance abuse
- Financial and legal concerns
- And more

Here is how to contact the EAP for each BILH organization:

Entity	Name	Telephone Number	Website
Addison Gilbert Hospital	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
Anna Jaques Hospital	Occupational Health	978-834-8190	N/A
BayRidge Hospital	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
BILH Behavioral Services	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
Beverly Hospital	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit

BIDMC	AllOne Health	800-451-1834	https://mylifeexpert.com/login Company Code: BIDMC
BID-Milton	New Directions	800-624-5544	https://www.ndbh.com/Home/Contact COVID-19 support: https://www.ndbh.com/CrisisResources
BID-Needham	AllOne Health	800-451-1834	https://mylifeexpert.com/login Company Code: BIDMC
BID-Plymouth	AllOne Health	800-451-1834	https://mylifeexpert.com/login Company Code: BIDMC
BILH At Home	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
Lahey Health Shared Services	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
Lahey Hospital & Medical Center	GuidanceResources	844-266-0704	guidanceresources.com Coronavirus U.S. Digital Toolkit
Winchester Hospital	New Directions	800-624-5544	https://www.ndbh.com/Home/Contact COVID-19 support: https://www.ndbh.com/CrisisResources
Mount Auburn Hospital	KGA	800-648-9557	https://kgreer.com/members/login/
New England Baptist Hospital	KGA	800-648-9557	https://kgreer.com/members/login/
BILH Performance Network	Various based on employer organization	Legacy BIDMC & BID-Plymouth: AllOneHealth - 800.451.1834 Legacy Lahey: GuidanceResources.com , 844.266.0704 Legacy Winchester: NewDirections - 800.624.5544 Other: GuidanceResources.com , 844.266.0704	
BILH Primary Care	Various based on affiliation with legacy organization.	Legacy BIDHC: AllOneHealth - 800.451.1834 Legacy Lahey: GuidanceResources.com , 844.266.0704 Legacy MAPS: KGA - 800.648.9557 Legacy WPA: NewDirections - 800.624.5544	
BILH Corporate	GuidanceResources	844-266-0704	guidanceresources.com

2. In addition to the EAP, are there other dedicated mental health resources available through Beth Israel Lahey Health?

Yes. Beth Israel Lahey Health staff and their families can take advantage of SilverCloud Health.

SilverCloud Health is a clinically-proven online digital mental health platform with 24/7 access to mental health and behavioral health support. SilverCloud Health offers staff and their families access to a suite of tools to build resilience and skills to manage stress and sleep issues. Staff and their families also have access to content specifically designed to support users during these challenging times. Based on cognitive behavioral therapy (CBT), mindfulness and positive psychology, these action-oriented programs build self-awareness and self-management skills for staff's emotional health.

To learn more, visit <https://covid-19.bilh.org/silvercloud-health/>.

3. I am on our employer-sponsored insurance through Harvard Pilgrim HealthCare. Does Harvard Pilgrim HealthCare provide any wellness offerings to members?

Yes, Harvard Pilgrim HealthCare (HPHC) provides BILH members with access to several resources, including:

- **HPHC's COVID-19 Guide to Care:** This is a great place to get answers to questions about the virus, coverage of medical and behavioral health services and links to self-care resources. To learn more, visit <https://www.harvardpilgrim.org/myoptions/coronavirus-your-guide-to-care/>
- **HPHC's Clinical Care Team:** HPHC's clinical care team is comprised of nurses, social workers, health coaches and care coordinators who are here to assist you – via telephone or mobile app – with any clinical needs or questions. If you have any questions and concerns, please call (866) 750-2068 and press option 6. The Clinical Care Team is available Monday through Friday, 9 a.m. to 5 p.m. ET. After hours, you can leave a message with your phone number and a member of the Clinical Care Team will return your call within 24 hours.
- **HPHC's Living Well at Home Programs:** Whether you are looking to shake it up or stretch it out, HPHC has you covered with new Zumba® and yoga classes just added to our Living Well at Home programs. All our Living Well at Home programming is easy to access via Zoom and at no cost to you. To learn more, visit <https://www.harvardpilgrim.org/myoptions/coronavirus-your-guide-to-care/living-well-at-home-with-virtual-wellness-classes/> and check back regularly as their class list continues to grow.

For more resources and additional information, please visit <https://www.harvardpilgrim.org/myoptions/coronavirus-your-guide-to-care/>

4. Are there any Peer Support Programs available to me?

Currently there are no system-wide peer support program offerings available. However, please check with your local Human Resources department to see if a peer support program is available within your organization.