

THE BENEFIT

Housing Benefits Plan (HBP) is the medical plan provided to you by your housing authority. It is directed by housing authority Executive Directors from across Southeast and Southwest NAHRO for the benefit of housing authorities.

Please share this with all of your HBP employees, retirees, and COBRA members. Share with the ED, HR, and Finance as some information may be pertinent to them.

Sanvello - Premium Access ending 6/30/2020

Sanvello is still offering free **premium** access to its digital care delivery platform through June 30, 2020. This offer, available globally, makes Sanvello's clinically validated techniques, coping tools and peer support free to anyone impacted by COVID-19 for the duration of the crisis. In order to maintain free access to Sanvello premium **after** June 30, 2020, HBP medical plan members must register using their UnitedHealthcare medical insurance card. HBP medical plan members who have not registered using their insurance information will need to adjust their account appropriately to maintain free access to Sanvello.

Attached is a flier regarding the Sanvello mobile app (available with iOS and Android). Sanvello is a top rated self-help mobile app, created by psychologists, that uses clinically validated techniques such as Cognitive Behavioral Therapy (CBT), which has been shown to be effective for individuals experiencing high levels of stress, anxiety or depression. Users are provided with easy access to self-guided behavioral resources and receive recommendations for activities designed to be effective in the moment.

New ID Cards Arriving for Premier PPO Plan Members

All Premier PPO plan members will receive new medical/pharmacy ID cards. The copays for the specialist and the Tier 1 specialist were reversed on the first cards that were produced. Generally the copay for a specialist is \$50, but if the provider is a Tier 1 specialist, the copay is \$25. The benefits are being applied correctly in UHC's system, the issue is only with the ID cards. Corrected ID cards will be sent to all members on the Premier PPO plan. Members who already received the corrected cards will also receive another card. These cards should go out during the month of June. Please be watching your mail for the ID cards if this applies to you.

COVID-19 Resources

Please click on the below link for the **most current COVID-19 information** from United Healthcare.

<https://www.uhc.com/health-and-wellness/health-topics/covid-19/faq>

For your **most up-to-date plan and benefit information**, please visit www.myuhc.com/covid

Available on www.myuhc.com is a **symptom checker** and a **test site locator tool**.

See the April and May newsletters for information on other resources available to you. They are posted on HBP's website for your convenience. www.housingbp.com



June 2020

Use Email for Best Response

Using the general email address, CBS.HBP.Billing&Eligibility@mmc.com, when communicating with Mercer/MMC Billing and Eligibility will get the quickest response.

If you need to talk to someone you may send an email asking for a call. Provide your name, number, and any pertinent information. You may call the number on the signature line of your contact, but if you don't reach anyone, leaving a message is not recommended. If that person is out, no one will hear the voice message until the person has returned, which could be a week or more. The group email address is regularly monitored and will allow Mercer/MMC to provide the best response.

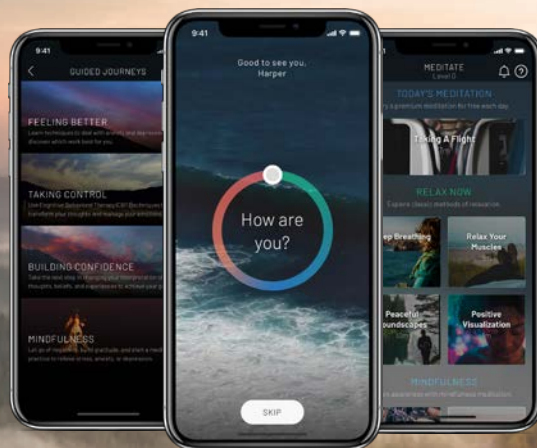
Crystal Ruth is no longer with Mercer/MMC. We appreciate her service and wish her well. We welcome [Alicia Schossow](#) back to the HBP team. Alicia is the main contact for: Alabama, Arkansas, Florida, Georgia, Kansas, Louisiana, and Missouri. [Raymund Boltron](#) continues to work with: Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, and Texas. However, either will respond to help you as needed.

Know Before You Go

When scheduling a test or procedure inquire about the ancillary providers such as anesthesiologists and radiologists. If they are not in-network, find ones that are, even if you need to change to another in-network facility.

The HBP website at www.housingbp.com provides more information and helpful links. Questions or comments? Email us at sstrange@oecwildblue.com or call 318-377-9268.

Say hello to Sanvello



On-demand help with stress, anxiety and depression.

Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression — anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

Download the app today.
More information on [Sanvello.com](https://www.sanvello.com).

The Sanvello app is available to you at no extra cost as part of your plan's behavioral health benefits.



Daily mood tracking

Answer simple questions each day to capture your current mood, identify patterns and self-assess your progress.



Coping tools

Reach for just the right tool to relax, be in the moment or manage stressful situations, like test-taking, public speaking or morning dread.



Guided journeys

Designed by experts for a range of needs, journeys use clinical techniques to help you feel more in control and build long-term life skills.



Personalized progress

Through weekly check-ins, Sanvello creates a roadmap for improvement. Track where you are, set goals and make strides week by week.



Community support

Connect with one of the largest peer communities in the field and share advice, stories and insights — anonymously, anytime.

3 Steps to Upgrade to Premium for Free: **1.** download and open the app **2.** create an account and choose “upgrade through insurance” **3.** search for and select UnitedHealthcare, then enter the information available on your UnitedHealthcare medical insurance card. Questions? Email info@sanvello.com



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The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. Please discuss with your doctor how the information provided may be right for you. Available to all UnitedHealthcare members at no additional cost as part of their benefit plan. Participation in the program is voluntary and subject to the terms of use contained in the application.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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