

## 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.*



### Open Enrollment

**Monday, November 2—Monday, November 30**

Annual enrollment information will be emailed to the billing contact that Mercer has on file for each housing authority. It will be sent in October and will be a separate communication from billing.

### UHC offers free Web Trainings

UHC offers free web trainings over a wide range of topics for medical plan members. Nine hours of training are available to all of HBP. A survey will be sent today to each housing authority on the medical plan allowing them to select 5 topics. The surveys will be sent to the newsletter contact at each housing authority. If someone else at the housing authority should be completing the survey, we ask that the newsletter contact forward the survey as needed. The deadline for completing the survey is midnight Friday, September 25. Once the results are tabulated the most popular trainings will be scheduled and communicated to each housing authority.

### Employee Assistance Program (EAP)

EAP services are embedded with the medical plan. One call puts you in touch with a clinician, counselor, mediator, lawyer, or financial adviser who could help change your life for the better.

Reaching out to an EAP consultant is a good first step. They're trained to understand your concerns so they can connect you with the consultant or service best able to help you:

Address depression, anxiety or substance use issues.

Improve relationships at home or work.

Manage stress.

Work through emotional issues or grief.

Assistance with legal and financial concerns.

Call the member phone number on your health plan ID card and ask to speak to an EAP consultant. Or, contact EAP directly 24/7 at 1-888-887-4114.

Please see the attached for more information.

### 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.



**September 2020**

### New Email Address for Billing & Enrollment

In an effort to enhance service to HBP, Mercer is making some changes to the billing and enrollment process and bringing new resources to the team that serves HBP. Under this new service model, Alicia Schossow will continue to oversee HBP's billing and enrollment processes and she will have additional team members providing support. With these changes, we expect to see improved response times for billing and enrollment related requests and inquiries.

Please note that Mercer has assigned a new email address to the team that handles all billing and enrollment related issues. The new email address is: [ClientServices\\_Billing3@mercer.com](mailto:ClientServices_Billing3@mercer.com). This new email address is now active, and you may begin using it right away.

Please also note that issues directed to the previous email address will be monitored through 12/31/2020, at which time that mailbox will be retired and will no longer be monitored.

### 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](http://www.myuhc.com/covid)

The HBP website at [www.housingbp.com](http://www.housingbp.com) provides more information and helpful links. Questions or comments? Email us at [sstrange@oecwwildblue.com](mailto:sstrange@oecwwildblue.com) or call 318-377-9268.

Employee Assistance Program (EAP)

# Helping employees tackle their challenges.



## Consultations and Counseling

- Confidential consultations and counseling to address grief or loss as well as family, relationship and workplace concerns.
- Unlimited, 24/7 access to an EAP team who can provide in-person referrals to one of more than 150,000 network clinicians nationwide.



## Legal Assistance and Financial Coaching

- Brief consultations on specific legal or financial issues at no initial cost to the individual.
- Discounted fees for attorneys retained through the EAP.

Employee Assistance Program (EAP)

# Member Journey—EAP.

Betty feels increasing stress over her responsibilities and relationships both at home and at work. On the advice of a coworker, she decides to explore her EAP benefit as a way to get some relief.



1

Betty calls the toll-free phone number on her health plan ID card and is immediately referred to an EAP coordinator.

**NOTE:**

She can also call EAP directly 24/7 at **1-888-887-4114.**



2

The coordinator talks with Betty about her concerns. Betty is stressed about her new job and feeling anxious. The coordinator explains Betty's EAP benefits and listens to her concerns.



3

Betty and the coordinator develop an initial action plan and agree on a referral to a local counselor. Betty is provided with options that meet her personal preferences.



4

After a few months, Betty is feeling more optimistic about handling things at home and work. She shares her experience in the follow-up and satisfaction survey offered to all participants.

For illustration purposes only. Each employee, depending upon their symptoms, health status, etc., may have a different consumer experience.