



# Policy

## **Title: Student Behavioral Health Assistance Program**

**Effective Date:** June 1, 2021

**Applies to:** Students

**Statement:** Students have access to the OPTUM Employee Assistance Program (EAP) benefit.

**Purpose:** To provide all WesternU students access to behavioral health services in all 50 states, 24 hours a day, 365 days per year.

**Related Information:** In an effort to respond to the needs of our students, the University has developed a student assistance program, which provides confidential psychological counseling services for students and their families. This service is provided by Optum and assists students with life challenges such as personal, marital, family, stress, financial and legal issues, that may impair a student's ability to perform adequately in their professional training program. The service is available 24 hours a day, 365 days per year from any location in the United States and is accessible through the phone or website. There are OPTUM on-site providers that provide one-on-one counseling for students on both the Pomona, CA and Lebanon, OR campuses.

Eligible parties to access this benefit are matriculated, full-time students and members of the students' immediate household.

Students are notified of this available benefit during Orientation presentations and reminded on a regular, monthly basis through the OPTUM emailed newsletter. Communications are also sent to students before the winter and summer academic breaks and in times of local or national crises that may affect our students.

### **Definitions:**

Eligible parties: Those that are able to access the OPTUM services provided by the University.

Employee Assistance Program (EAP): For WesternU, this benefit has been expanded to provide assistance to students. A work-based intervention program designed to assist and support employees to resolve personal problems that may adversely affect performance.



# Procedure

## Title: Accessing the Student Behavioral Health Assistance Program Procedure

**Effective Date:** June 1, 2021

**Overview:** Students have access to the OPTUM Employee Assistance Program (EAP) benefit and can access these services in all 50 states, 24 hours a day, 365 days per year. Eligible parties to access this benefit are matriculated, full-time students and members of the students' immediate household.

### Procedure Steps:

	Action	Responsible for Implementing
1	Eligible list of students is provided to OPTUM on a quarterly basis.	Office of the University Registrar
2	Review and discuss OPTUM benefit updates and utilization with Account Executive on a quarterly basis.	Office of University Student Affairs
3	Students, and eligible members of their household, are able to access these services by requesting authorization by contacting OPTUM by phone at 1-800-234-5465 or online through the OPTUM Live and Work Well. Once authorization is received, behavioral health services can be received from a list of providers in the requestor's location or through tele/video counseling.	Students and eligible members of their household seeking services.
4	Students located at the Pomona, CA or Lebanon, OR campuses can make an appointment with an OPTUM on-site provider directly online.	Students

### Related Links:

[Student Behavioral Health Assistance Program](#)

[OPTUM Live and Work Well](#) (code: westernu)

[OPTUM On-Site Provider online appointments](#)

**Responsible Department:** University Student Affairs

**Contact:** Director for University Student Affairs, [studentaffairs@westernu.edu](mailto:studentaffairs@westernu.edu)

**Origination Date:** 05/04/2021

**Next Review Date:** 06/08/2024