



Mindful by Blue KC Well-Being Resources

Blue KC members now have access to well-being resources and support services to increase their happiness and healthiness. This includes three covered visits per issue for help with major life events (divorce, adoption, loss), stress, financial issues, childcare and other everyday challenges.

Reach a Mindful Advocate at [833-302-MIND \(6463\)](tel:833-302-MIND) or by calling the behavioral health number on the back of your member ID card for more information. Or visit [MindfulBlueKC.com](https://www.MindfulBlueKC.com).

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 Kansas City
Mindful
By Blue KC

SUMMARY: Mindful by Blue KC Well-Being Resources

Member Services	
Face-to-Face Counseling Sessions	Blue KC members have access to a behavioral health network of Master's Level Counselors for short-term counseling to address things like stress, anxiety, workplace and family issues, anger management, substance use and other care needs that impact their overall health, well-being and productivity. A Mindful Advocate will be able to help a member identify a provider that best fits their preferences and care needs.
In-the-Moment Telephone Counseling	Blue KC members can access Mindful Advocates for in-the-moment counseling for crisis intervention and for assistance finding appropriate care options. Mindful Advocates are available by phone 24/7 to assist a member in need.
Work-Life Services	Blue KC members have telephone and online support services for help with things like childcare, parenting, adult care, emotional well-being, career development, daily living needs and college planning. A Mindful Advocate will guide a member to an appropriate clinician and/or supplemental materials that best fits their care need.
Family Referral and Caregiving Services	<p>Parenting and Childcare: We will help members prepare for becoming a parent with information (webinars, videos and more) on child development and how to find and manage childcare. Members can even ask for assistance on selecting the right summer camp, preparing for when a child is sick and identifying enrichment programs that fit their child's needs.</p> <p>Pet Care: Have a pet? We will help members with veterinarian, kennel, grooming, pet walkers/sitters referrals and other resources like how to find the right pet, pet proofing your home and much more.</p> <p>College Coaching: Members with college bound children can talk with college coaches for help in their child's school search and enrollment process. Our college coaches have over 25 years experience as high school guidance counselors and are here to help.</p> <p>Education Assistance: Consultants can help members with children (preschool through college age) understand testing procedures, how to resolve school problems and even help guide better study habits. Consultants provide personalized searches and referrals to colleges, universities and vocational schools, can identify special education programs and even guide scholarship searches.</p> <p>Special Needs Assistance: We have consultants available to help members identify options for assistance for ADHD/LD, Amputees, Autism, Behavior Disorder, Blindness/Low Vision, Brain Injury, Burn Victims, Cancer, Cerebral Palsy, Developmental Disability, Diabetes, Down Syndrome, Epilepsy/Seizure Disorder, Hearing Impaired, Heart Disease, HIV/AIDS, Language Disorder, Mental Illness, Mental Retardation, Neurologically Impaired, Parkinson's and Physically Disabled.</p> <p>Adoption Assistance: Blue KC members also have access to adoption consultation with an experienced counselor for help identifying the various stages and types of adoption. A consultant can help a member wanting to adopt, wishing to reconnect with their birth parent or looking for a referral for a public/private adoption agency, support organization, attorneys, state reunion registries and adoption units.</p> <p>Adult Care Assistance: Members may have questions about adult care options for a parent or loved one. Our counselors can help members navigate housing options and transportation needs, how to cope with the aging process and answer questions about Medicare/Medicaid.</p> <p>Disability Resources: Members may be caring for a child or spouse with a disability. Our counselors can help members locate resources and support services for disabled individuals and their families.</p>

SUMMARY: Mindful by Blue KC Well-Being Resources (continued)

<p>Legal/Financial Services</p>	<p>Legal Assistance: Blue KC members will have access to one 30-minute call or visit per issue (unlimited) annually. Issues include things like identity theft.</p> <p>Financial Assistance: Blue KC members will have access to one 30-minute telephone consultation per issue (unlimited) annually. Issues include things like credit counseling, debt and budget assistance, retirement planning, tax return assistance and college planning.</p> <p>If additional legal and/or financial services are needed a member will receive a discount off hourly fees if an attorney/financial advisor is retained.</p>
<p>Telephonic and Online Services</p>	<p>Unlimited telephonic in the moment access for Work-Life requests.</p>
<p>Daily Living and Convenience Services</p>	<p>Relocation Services: When members need to relocate to a new state or area, referral consultants can assist with finding moving companies, storage facilities, real estate agents or apartment complexes, utility companies, pharmacies, schools, doctors in a certain area and more to make your move easier.</p> <p>Home Repairs: MMembers may need occasional home repairs. Let our consultants identify contractors or repair services (plumbers, electricians, etc.) in your area.</p> <p>Low Income Assistance: Resources are available to assist members that may be experiencing foreclosure, need help setting up a bank account or seeking tips on how to manage monthly housing expenses.</p> <p>Housing Locators: Work-Life Specialists can help members find housing.</p> <p>Meal Services: Members may choose to work with a Work-Life Specialist to identify meal services such as home delivery, Kosher catering options and more.</p> <p>Travel: Members will have access to resources on travel tips and recreation planning.</p> <p>Weather Related Services: Members may seek weather related support such as information regarding snow removal, flood/water damage repair, tree removal and more.</p> <p>Discount Services: Members will have access to online discounts for purchases of things like a computer, cell phone, vehicle, dining out, travel, movie tickets, entertainment and more.</p> <p>Self Help Forms: Members will have access to online legal forms.</p> <p>Volunteering: Members will have access to a list of local volunteer opportunities.</p> <p>Community and Religious Organizations: Members may ask for help identifying community organizations they are interested in like houses of worship.</p> <p>Professional Services: Members will have access to help with resume writing and career planning.</p>
<p>Serious Illness Resource Program and Funeral/Concierge Services</p>	<p>Serious Illness Resource Program: A member diagnosed with a life-threatening illness can work with a Work-Life Specialist for support and help with identifying resources for medical and/or community services, daily living resources, legal guidance, transportation to appointments, counseling services and more.</p> <p>Funeral and Concierge Services: After the death of a loved one, a Work-Life Specialist can help the member identify local resources like funeral homes, cremation services, etc. and follow-up for continued support and assistance with financial and legal services, support groups, counseling services and more.</p>

SUMMARY: Mindful by Blue KC Well-Being Resources (continued)

Member and Employer Services	
Online Resources	Blue KC employers and members will have access to extensive tools, tip sheets, self-help resources, articles and videos to improve their health and well-being.
Critical Incidents	Blue KC employer groups will have access to immediate assistance to address critical work-related incidents like death, serious injury and layoffs. An on-site response service is usually available within 24-hours.
Trainings	Blue KC members and employer groups will have access to monthly webinars on a variety of well-being topics including workplace well-being and emotional health.
Well-Being Resources Assessment, Includes In-the-Moment Support and Guidance on Appropriate Services	Blue KC members now have access to talk live with Mindful Advocates, Master's Level Counselors, available 24/7 and 365 days a year. Mindful Advocates will talk with a member and provide a comprehensive assessment to best guide a behavioral health care plan. If the member is referred to a provider, a Mindful Advocate will help with a warm transfer to provide a seamless experience. Mindful Advocates can be reached by calling 833-302-MIND (6463) or by calling the behavioral health number of the back of the member ID card.
DOT/SAP	We provide coordination and referrals for substance use cases based on DOT requirements.
Employer Services	
Account Management	Employer group human resource leaders will have access to an account manager to assist with questions related to well-being services.
Promotional Materials	Employer groups will have access to a library of online materials to promote Mindful by Blue KC Well-Being Resources within their place of work (Mindful by Blue KC Employer Playbook).
Management Consultation and Support Line (Unlimited HR/Management Consultation)	Blue KC employer groups will have access to a management consultation support team for guidance on workplace issues from policy review to disruptive employees. The team is available by phone to talk with supervisors on how best to refer an employee experiencing things like poor job performance and substance use. The team will work with supervisors, HR leaders and employee to develop an action plan in order for the employee to return to work or enroll in a treatment program.
Organizational Consultation	Consultation on organizational change, reduction-in-force or workgroup effectiveness. Includes assessment and recommendations of next steps. Blue KC employer groups can seek consultation on to address organizational change, reduction-in-force or work group effectiveness.

Access your Mindful by Blue KC Well-Being Resources by calling a Mindful Advocate at **833-302-MIND (6463)** or by calling the behavioral health number on the back of your member ID card.

If you have questions please contact your Blue KC Sales Representative.