

Frequently Asked Questions for HP Inc. Members

Mental Health/Substance Abuse (MHSA) Benefits with Optum

Should I contact Optum before using my MHSA benefit?

Yes. It is important that you call Optum at 1-877-862-1158 before you access services. Learn about resources available to HP members, including:

- Mental Health/Substance Abuse (MHSA)
- Employee Assistance Program (EAP)
- Financial Services
- Work/Life Services (including Convenience/Concierge)

Make the most of your benefit and reduce costs. Optum will help you find a network clinician. Optum can also authorize the service, if necessary. EAP visits, inpatient and some outpatient services require preauthorization or prior notification.

Is there a deductible that must be satisfied prior to receiving MHSA benefits?

No. The Optum MHSA plans have no deductible.

What do I need to know if I am enrolled in a consumer-driven health plan (CDHP)?

If you are enrolled in either the CDHP \$1,150 or CDHP \$1,650 plan, you may request reimbursement of your Mental Health/Substance-Related and Addictive Disorders Services expenses from your HRA (Health Reimbursement Account). To make the request, submit your Explanation of Benefits (EOB) from Optum to Your Spending Account (YSA).

What if I'm covered by an HMO option?

If you are enrolled in an HMO, your MHSA benefits are determined separately by the HMO. Contact your HMO directly for details about your MHSA benefit. If you are enrolled in an HMO, Optum continues to cover your EAP and Work/Life benefits, including Convenience/Concierge Services.

Can I use my eight counseling sessions through my EAP visits at no cost to me, even before accessing MHSA benefits that require a copay or coinsurance?

Yes. In most cases it is appropriate to access your visits before accessing MHSA benefits. Each family member has access to eight visits per issue per year through the EAP. These visits are available to active members and their eligible dependents. These sessions can help with assessment and short-term problem resolution. However, there are certain services that are available only under the MHSA benefit, and will require a copayment or coinsurance. These include, but are not limited to, inpatient, residential, partial hospital, intensive outpatient, MD psychiatrist visits and psychological testing.