

Mental and Behavioral Health

Manager Resource Guide

Beth Israel Lahey Health continues to invest in resources that support employee wellbeing, part of our WE CARE Engagement Survey action plan. This Manager Resource Guide provides a practical overview of mental and behavioral health resources that foster a caring, health-focused environment and help employees navigate life's challenges. We encourage managers to use this toolkit during regular check-ins and team conversations to help make wellbeing a visible and routine part of the workday.

Support Within BILH

BILH offers a full continuum of behavioral health and substance use disorder care, from community and ambulatory care, to acute, residential, and inpatient-level care.

Outpatient Behavioral Health Services

If you need mental or behavioral health care, speak with your BILH primary care provider. Many BILH primary care offices have behavioral health clinicians as part of their teams, and all providers can refer to in-person or virtual behavioral health services within BILH.

In addition, outpatient behavioral health services are available at the following BILH locations: BIDMC, Lahey Hospital and Medical Center, Mount Auburn Hospital, Joslin Diabetes Center, Addison Gilbert, Beverly Hospital/Bay Ridge Hospital, BID Plymouth, and Winchester Hospital.

BILH also offers community-based mental health clinics in Beverly, Lawrence, and Salem.

For more information about scheduling an appointment, speak with your primary care provider, or visit the [BILH website](#).

Substance Use Disorder Services

BILH offers a full range of Substance Use Disorder Treatment services, including Acute Treatment Services, Clinical Stabilization Services, Transitional Support Services, Residential Recovery Housing and Medication-Assisted Treatment. For information about inpatient options, call the Substance Use Disorder Treatment Referrals line at (978) 519-3252.

Support from BILH Vendor Partners

24/7 Mental and Behavioral Health Support

The Employee Assistance Program, offered through KGA, provides quick, confidential access to mental health support 24/7 via phone, video, or text. [Take this short survey](#) to connect with help that will best support your needs. If asked for a code, use **BILH**.

Mental Wellbeing Support

Stress and anxiety self-help using the [MindTide App](#).

Meditation Podcasts: Guided meditations to help you in times of need.

Mindfulness Programs

Learn about the practice of mindfulness with this [series of instructional videos](#), produced exclusively for BILH and addressing the needs and concerns of health care workers.

Virtual Peer Support

Virtual Peer Support from the [Betsy Lehman Center for Patient Safety](#) connects employees one-on-one with someone who's been in their shoes. Whether they work in direct care, administration, environmental services, facilities or another role, there is support available. It's not therapy—just a real conversation with someone who gets it.

To request peer support, complete [this form](#) or email Peer.Support@BetsyLehmanCenterMA.gov. You will be matched with a Peer Supporter within 1-2 business days.

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Support from BILH Vendor Partners (continued)

Support Groups

The KGA Employee Assistance Program offers support groups to help you navigate challenging times. [Visit the KGA website](#) to learn more about groups, including:

- Healing After the Loss of a Loved One
- Stress and Anxiety Support and Coping Skills

Measure How Caregiving Impacts Your Mental Health

[By taking time to answer a few questions](#), Archangels can help you realize the impact that the care you provide (and things that come with it, like financial planning, family disagreements, lack of time, and more) can have on your mental health. Knowing this can help you understand what you need in terms of support, and Archangels can connect you with resources to help.

Lighten Your Mental Load: Get Support for Your Student Loans

Financial stress, especially from student loan debt, can weigh on your mind more than you realize. Your student loan wellness benefit can help you feel more confident, informed, and in control. Visit [Tuition.io](#) for information.

CareTalks Webinars

On-demand webinars that offer expert insights to help you navigate life. Topics include emotional wellness, parenting, caring for aging parents, succeeding at work, and more! Learn more about this and other Care.com benefits by [logging into or creating your account](#).

National Resources

988 Lifeline: Provides 24/7, free, and confidential support for people in distress, prevention and crisis resources for you or your loved ones via phone, text, and online chat. Call or text 988. TTY users: dial 711 then 988. Available in more than 200 languages.

Veterans Crisis Line: Provides 24/7 confidential crisis support for Veterans and their loved ones. Dial 988, then press 1. Or text 838255.

Crisis Text Line: The Crisis Text Line is a 24/7 free, confidential hotline to call in order to assess immediate needs. Text HOME or HOLA to 741741 to reach a live volunteer Crisis Counselor.

NAMI Help Line: A free, nationwide peer-support service providing mental health information, resources, and support. Call (800) 950-NAMI or text NAMI to 62640.

Parent Stress Line: A safe place to talk about the challenges of raising children and receive support to help prevent a situation from escalating into a crisis. Available 24 hours a day, seven days a week. (800) 632-8188.

R U OK? Resources for Workplaces: Simple tools and guidance to help managers and employees start supportive conversations, check in with one another, and connect to help when it's needed.

Reading Room

[Book recommendations](#) from the KGA Employee Assistance Program on topics including Emotional and Mental Wellbeing, Mindfulness, Resilience and Trauma.

[Why Mental Health Matters for Your Money](#) from Fidelity.

Bereavement Support for Those Enrolled in No-Cost Basic Life Insurance

In addition to bereavement leave, BILH provides complimentary access to Empathy Loss Support, a program that helps manage the practical and emotional challenges that come with the loss of a loved one.

Employees and up to 5 family members can receive:

- 1:1 on-demand support from a dedicated care team
- Step-by-step assistance with funeral planning, estate matters, probate, and benefits
- Guidance and resources for grief and returning to work
- Tools to organize tasks, manage family responsibilities, and find emotional support

Register at join.empathy.com/voyasupport-loss or by calling (769) 305-2683.

Visit [BILH Benefits Central](#) for a complete list of benefits and wellbeing programs.

Available to Those Enrolled in a BILH Medical Plan

Behavioral Health Service Navigator

The Harvard Pilgrim Health Care Member Advocate team can connect you to a specially trained Behavioral Health Service Navigator to help you find care. Call [866-623-0194](tel:866-623-0194) or [read this brochure](#) to learn more.

Virtual Therapy

Harvard Pilgrim Health Care offers access to the following virtual therapy programs:

- [Grow Therapy](#): Virtual and in-person therapy and medication management for ages 6+, treating over 40 behavioral health conditions. Emphasizes culturally competent, personalized care.
- [Doctor on Demand](#): From talk therapy to medication management, Doctor On Demand licensed providers support you with concerns such as anxiety, depression, grief, family issues, trauma, or PTSD.
- [Valera Health](#): Virtual behavioral health services for children, adolescents, and adults, with one-stop access to therapy and medication management, and a dedicated health connector to help coordinate your care and support your goals. (Available in Massachusetts only.)

Substance Use Treatment

Substance use treatment programs, including an [addiction recovery care management team](#), can provide guidance after inpatient treatment.

Specialized Pediatric Developmental Services & Family Support

A broad provider network across New England to help coordinate whole-child care to support families' needs, including autism spectrum therapies, behavioral concepts, and positive behavioral supports. Search the provider directory or call the dedicated Harvard Pilgrim Member Advocate team at [866-623-0194](tel:866-623-0194) if you need assistance.

Coming Events

Take the Challenge: Mental Health Awareness Month
BILH's Employee Assistance Program, from KGA, is offering a challenge for Mental Health Awareness Month. Get to know KGA's many offerings and earn your certificate of completion by [clicking here](#).

Mindfulness Practice, Mondays, 8:30 to 9 a.m. Every Monday one of Harvard Pilgrim Health's Care's expert mindfulness instructors guides a short practice with space for reflection and questions. [Join here](#).

Mindfulness in Everyday Life, from Harvard Pilgrim. Wednesdays, 8:30 to 9 a.m. Discover how mindfulness can support you through all of life's ups and downs. This 30-minute session shows how to mind the moment, wherever you are. [Join here](#).

The Backbone of Bravery: Supporting the Supporters, a webinar from KGA. Tuesday, May 19, noon. [Register here](#).

Understanding Compassion Fatigue, a webinar from Care.com. Thursday, June 4, 1 p.m. [Register here](#).

Mental Health Support for Adults with Disabilities, a webinar from Care.com. Tuesday, June 9, 1 p.m. [Register here](#).

Managing Fear and Anxiety in Children, a webinar from Care.com. Wednesday, June 24, 1 p.m. [Register here](#).

Employee Assistance Program Overview for Managers from KGA – Wednesday, Aug. 19, noon EST. [Register here](#).

On Demand Webinars

Changing the Narrative: Mental Health Awareness from KGA. [Watch here](#).

Psychological Safety, Burnout, and Building Resilience from KGA. [Watch here](#).

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Frequently Asked Questions

What is my role as a manager if I notice that an employee may be in need of support?

Managers should create a supportive environment, check in when concerns arise, and guide employees to appropriate available resources (such those outlined in this guide) while respecting the employee's privacy.

How do I start a conversation if I'm concerned about an employee's mental health? Approach the employee with empathy and focus on observed behaviors or work impacts (e.g., "I've noticed you seem overwhelmed lately"). Keep the discussion supportive, non-judgmental, and resource-oriented.

What if an employee declines help or says they are "fine"?

Employees are not required to accept support. Managers should respect their response, keep the door open, and continue to monitor work-related performance and wellbeing. Check in again at a later time and remind employees that resources are available when they're ready.

Where can I go if I'm unsure how to support an employee?

Managers are encouraged to contact the Employee Assistance Program (KGA) or their Human Resources business partner.

Are the resources listed in this guide available to all employees and their family members?

Yes. Except where noted, the resources in this guide are available to employees within BILH (except HMFP) and their immediate family members.

Contacts

BILH Substance Use Disorder Treatment Referral line:
(978) 519-3252

KGA Employee Assistance Program

KGA MyLifeServices (Use code BILH when registering)
info@kgreer.com or call (855) 760-2454

Harvard Pilgrim Health Care

Visit harvardpilgrim.org/bilh or call 866-623-0194

Betsy Lehman Center for Patient Safety

To request peer support, complete [this form](#) or email Peer.Support@BetsyLehmanCenterMA.gov

Archangels

[BILH Caregiver Resources - ARCHANGELS Resources](#)

Tuition.io

[Beth Israel Lahey Health Public Service Loan Forgiveness & Financial Wellness](#)

Empathy, offered to those covered by BILH basic life insurance through Voya

Visit join.empathy.com/voyasupport-loss or call (769) 305-2683

Visit [BILH Benefits Central](#) for a complete list of benefits and wellbeing programs.