



HudsonValley[®]
CREDIT UNION

Empire 
BLUECROSS BLUESHIELD

An Anthem Company

Behavioral Health

Tools for a
**healthy
mind**



Case Management

Facing a health issue? We can help.

That's why we have a team of registered nurses, supported by clinical experts, trained to help during these stressful times.

They're called nurse care managers, and they're your health care advocates. Their goal is to understand your needs from all angles and help you get the best care possible.

Depending on your needs, a nurse care manager might help you:

- Find out more about your health issue and your treatment options.
- Talk with your doctors and the rest of your health care team — and encourage them to talk with each other.
- Review your health plan to help you save money and get the most value from your plan.
- Connect with resources near you, like home care services and community health programs.
- Take steps to make healthy changes in your life.



Our case management programs reduced costs by **\$2,044** per each engaged member, on average.¹



Nearly **9 out of 10** members who use this service say they're "very satisfied" and would recommend it.²

¹ ETG Savings Analysis White Paper, 2017.

² Clinical Satisfaction Study: Case Management, 2017

Autism Spectrum Disorder (ASD) Program

Engaging, helping and supporting families touched by autism

We provide support and assistance for the entire family and make it easier to understand and utilize care for better outcomes.

Applied Behavior Analysis Utilization Management

Providers submit required clinical documentation regarding the member's condition and treatment needs

Documentation is reviewed by ASD Care Manager against our ABA Clinical Guideline

Review process occurs at regular intervals to ensure appropriate treatment is provided at the right intensity by a qualified provider

Autism Spectrum Disorder Case Management

Autism-dedicated Care Manager works with parent or member to streamline access to care and resources

Family is engaged in high-touch, customizable services tailored to their unique needs

Program is specifically designed to identify and address the concerns of families impacted by ASD

They work together to provide:



Teams of dedicated clinicians



Goal-oriented care



Better access to specialty care

Note: ASD is bundled into the Behavioral Health Resource program.

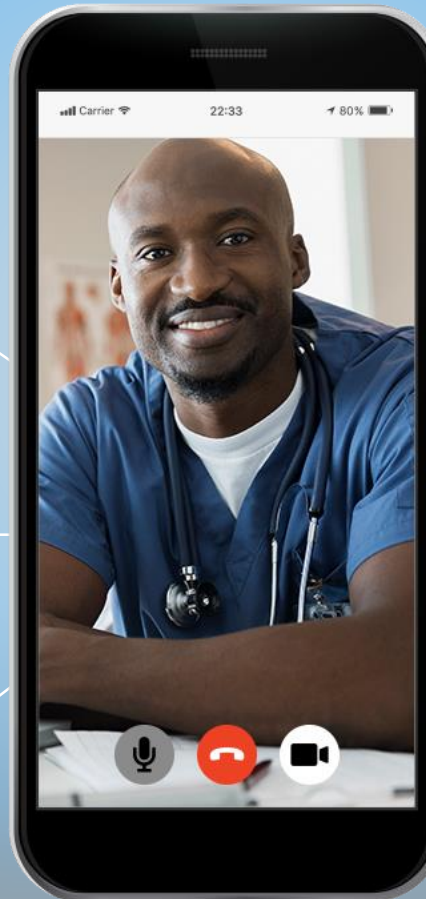
LiveHealth Online:

24/7 access to doctors online

1. Members with common health issues can quickly see a board-certified doctor for quality care from the webcam on their computer, mobile or tablet.

2. Connect with a doctor anytime of the day or night by phone or video. Spanish speaking doctors are available by appointment, 7 days a week through Cuidado Medico on LiveHealth Online.

3. Doctors can assess the member's condition, provide treatment and send a prescription to a local pharmacy.^{1,2}



4. An online visit costs about the same as a regular doctor visit copay.

5. Virtual visits available with a licensed therapist for stress, anxiety, depression, family issues and more.

6. Appointments are usually available within four days or less.^{1,2}

¹ Prescription availability is defined by physician judgment and state regulations. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

² Appointments subject to the availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or are having suicidal thoughts, it's important that you seek help immediately. Please call the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255), or 911 for help. If it's an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

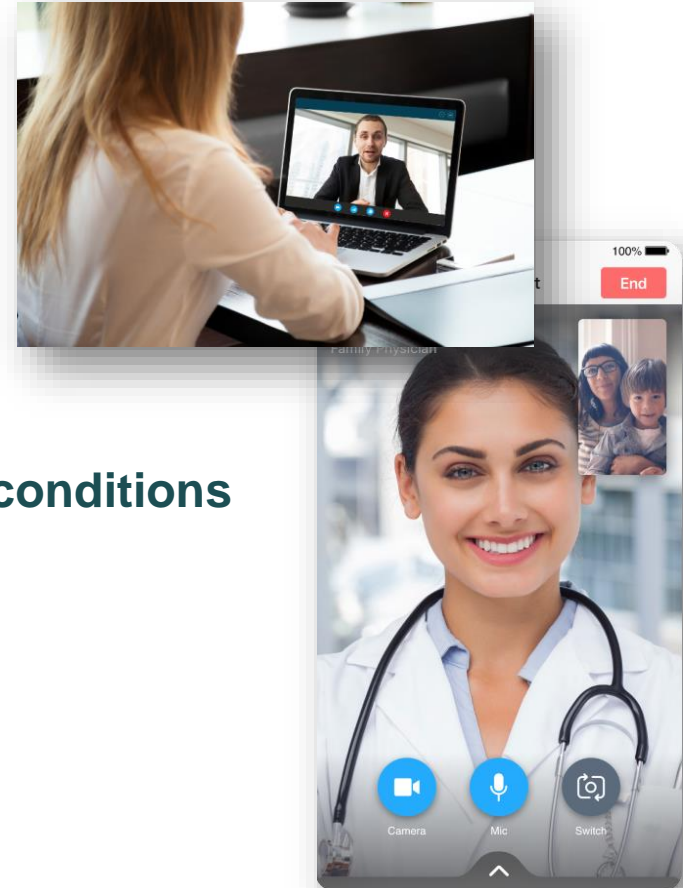
LiveHealth Online + Psychology

Have a video visit with a psychologist or licensed therapist.

If you're feeling stressed or anxious or you're just having a tough time, it's okay to ask for help. And with LiveHealth Online Psychology, talking to someone is easier and more convenient than ever. You can have a video visit with a psychologist or licensed therapist from your home.

LiveHealth Online Psychology can help with conditions like:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with an illness
- Substance abuse



Empire EAP

We understand that the COVID-19 outbreak can cause stress and anxiety. During times like this, it helps to know your Empire Employee Assistance Program (EAP) can help with your well-being and peace of mind.

Having the information and support you need can go a long way in feeling confident and capable when times are tough. The EAP website offers helpful resources related to COVID-19, including:



- **Online seminars with emotional support and practical information**
- **Regularly updated links to news outlets and health organization websites**
- **Links to articles and resources to help you stay informed**

And there's more help available if you need it. You can use the EAP website for:

- **Articles and tip sheets to help with everyday needs**
- **Information on child and elder care resources**
- **Legal and financial information**
- **And more!**

The program's tools and resources are available to help you and your eligible dependents manage:

- Addiction
- Anxiety
- Chronic pain
- Depression
- Problems with sleep
- Stress

How does myStrength help?



Proven Tools for Your Mind, Body and Spirit

Help you learn to reduce stress, anxiety, depression or substance use.



Free and Convenient

With web and mobile apps you'll have support at home and on-the-go.



Personal and Private

Your homepage is made for you. myStrength is secure and private.



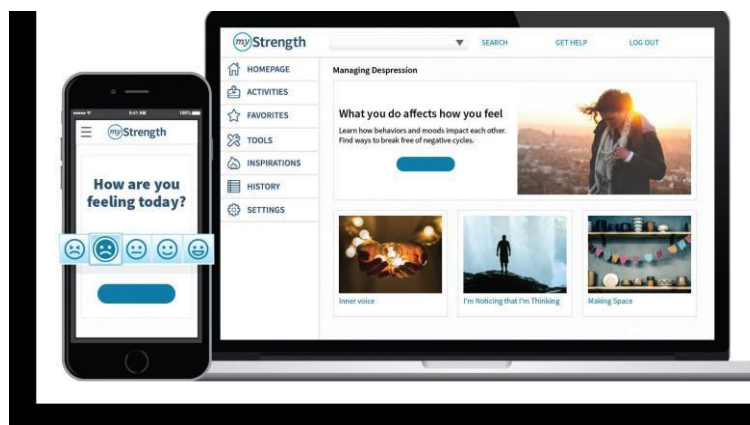
Engaging and Inspirational

Activities help you learn new ideas while keeping you motivated!

[Sign Up](#)

Think of myStrength as a private, 24/7 health club for your mind™. You can try out:

- Positivity-training tools.
- Inspirational videos, articles and quotes
- A daily mood tracker
- Step-by-step eLearning programs



SpecialOffers

As an Empire member, you qualify for discounts on products and services that help promote better health and well-being. These discounts are available through SpecialOffers to help you save money while taking care of your health.



To find available discounts, log in to **empireblue.com**, choose **Care** and select **Discounts**.

Your SpecialOffers discounts are part of our effort to support your personal health journey. Taking care of your health can be easier with the savings offered through your health plan.

Empire's going digital

and no one else is better positioned to take the lead

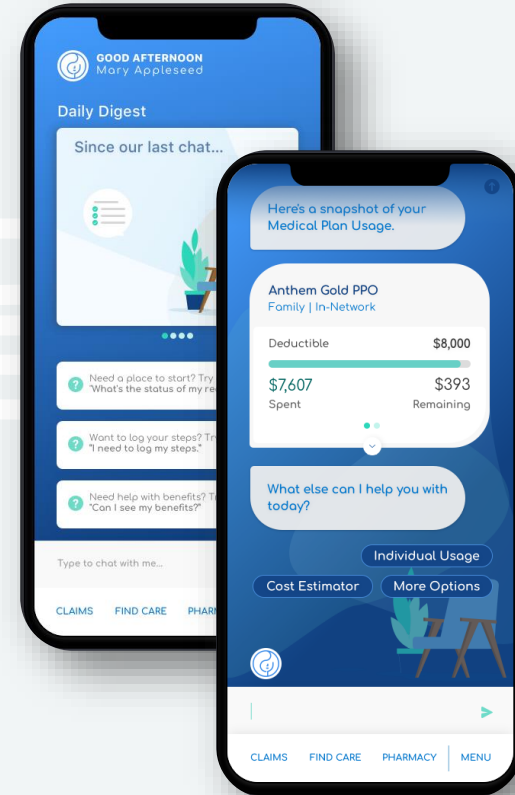
Meet Sydney

- Meeting members where they are
- A digital ecosystem that delivers unparalleled simplification, personalization and engagement
- A true whole-person health care experience delivered in a digital-first environment, powered by Artificial Intelligence (AI)
- A new level and integral part of our Workforce Wellbeing Solution

Serving every member
as a population of 1

Hyper Personalization driven by Artificial Intelligence

- ➔ Making the best decisions about my care
- ➔ A place to turn during my time of need
- ➔ Staying healthy and productive
- ➔ Understanding my costs and options
- ➔ Helping me cope with life challenges
- ➔ Living my best life with a chronic condition
- ➔ Addressing problems early



Bringing it all together

Whatever tailored solution you choose, with our Behavioral Health programs, you can expect coordinated care that truly makes a difference.



Easy access

Our comprehensive approach makes it easy for members to engage in their care



More connections

Greater integration helps our care management team provide better support for members



Solutions that work together

Seamless shifts between services ensure the right resources at the right time

