

# HEALTH AND WELLNESS INFORMATION

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## HealthSelect Resources




As a Texas Tech employee, in addition to in-person doctor visits, you also have virtual health and wellness resources available to you. If you have questions about any of the HealthSelect benefits listed below, please contact Human Resources by calling **806-742-3851** or emailing [hirs.employee.services@ttu.edu](mailto:hirs.employee.services@ttu.edu) and we will happy to assist.

### HealthSelect Medical Virtual Visits

With medical virtual visits, you and your eligible dependents can consult a doctor online for your urgent health care needs. Doctors can provide general health treatment and pediatric care for the following conditions:

- |                                      |                |               |
|--------------------------------------|----------------|---------------|
| • Allergies                          | • Bronchitis   | • Pinkeye     |
| • Asthma                             | • Cold and Flu | • Sore Throat |
| • Bladder or Urinary Tract Infection | • Headaches    |               |
|                                      | • Nausea       |               |

#### **Process:**

- You have access to a licensed board-certified doctor 24 hours a day, 7 days a week, including weekends and holidays.
- \*You have no cost if you are enrolled in HealthSelect of Texas<sup>®</sup>, HealthSelect<sup>SM</sup> Out-of-State or HealthSelect<sup>SM</sup> Secondary – that means you will have 100% coverage for medical virtual visits under your plan for medical services (excluding mental health care).
- \*Consumer Directed HealthSelect participants will be required to meet their annual deductible before virtual visits are covered, subject to the coinsurance for those plans after deductible is met.
- You can choose between [Doctor On Demand](#)  and [MDLIVE](#) .
- [Get Care Anytime with Virtual Visits](#) 

#### **Cost:**

\*Due to COVID-19 impact, virtual visits are temporarily being covered at no cost for all HealthSelect plan participants. Please reference this [FAQ document](#) for more details.

## HealthSelect Nurseline

### ► 800-581-0386



If you're unsure where to go for care or you have medical questions, you have access to the 24/7 HealthSelect Nurseline. Registered nurses are available to answer your questions any time, any day of the year. Call a nurse toll-free at **800-581-0368**.

## HealthSelect Mental Health Virtual Visits

Employees who participate in HealthSelect are able to consult a licensed mental health professional any day of the week online. A mental health virtual visit is similar to an outpatient visit to a mental health provider's office but the visit is conducted online (video conference only, telephonic not available). Licensed mental health professionals can provide treatment for:

- Anxiety
- Depression
- Insomnia
- Substance Abuse
- Anger Management
- Addiction

### **Process:**

- You must make appointments in advance.
  - Appointments are typically available within 5-7 days on average, but could take up to two weeks.
- You get to choose the duration of the appointment.
- Only psychiatrists are able to prescribe medication, if deemed necessary and appropriate, but will not prescribe controlled substances.
- \*You have no cost if you are enrolled in HealthSelect of Texas®, HealthSelect<sup>SM</sup> Out-of-State or HealthSelect<sup>SM</sup> Secondary – that means you will have 100% coverage for medical virtual visits under your plan for medical services (excluding mental health care).
- \*Consumer Directed HealthSelect participants will be required to meet their annual deductible before virtual visits are covered, subject to the coinsurance for those plans after deductible is met.
- You can choose between **Doctor On Demand**  and **MDLIVE** .

### **Contact Information:**

[Click here](#)  to create an account with Doctor On Demand.

[Click here](#)  to create an account with MDLIVE, or you can text the word **Activate** to **635-483** if you would like help getting started.

### **Cost:**

\*Due to COVID-19 impact, virtual visits are temporarily being covered at no cost for all HealthSelect plan participants. Please reference this [FAQ document](#) for more details.

## 24-Hour Crisis Hotline

The HealthSelect 24-hour crisis line is open for individuals impacted by natural disasters and public emergencies. If you need help with things like changing appointments or finding a new provider, or you need a consultation with a mental health clinician, we're here for you. Call 1-800-252-8039 to access free, confidential consultation services or to speak with a BCBSTX Personal Health Assistant.

# On Campus Resources

Listed below are on-campus resources available to Texas Tech employees.

## **Texas Tech University Faculty & Staff Clinic**

► **806-743-2345 | 1003 Flint Ave, Room 204 | Monday through Friday, 8am-5pm**

This clinic is designed to serve the needs of faculty and staff who are sick at work and need an urgent care appointment on campus. Common urgent care medical issues include:

- Bronchitis
- Cold and Flu
- Ear Infections
- Headaches
- Minor Abdominal Pain
- Pinkeye
- Wheezing
- Prolonged Cough
- Sore Throat
- Upper Respiratory Infections
- Urinary Tract Infections

## **TTUHSC Nurse Hotline**

► **806-743-2911**

A resource for faculty and staff who are experiencing COVID-19 symptoms.

## **Employee Assistance Program (EAP)**

► **806-743-1327 | 800-327-0328 | [counselingcenter@ttuhsc.edu](mailto:counselingcenter@ttuhsc.edu)**

Texas Tech University offers employees free and confidential counseling services through its Employee Assistance Program (EAP). These services are provided by the counseling staff at The Counseling Center @ TTUHSC. The primary mission of the EAP is to promote health and wellness in the workplace.

Employees who are experiencing personal or workplace issues are encouraged to seek private and confidential services from the EAP's staff of licensed professionals who are committed to providing quality prevention, assessment, treatment, and follow-up services to individuals, couples, families, and work groups. Services offered by The Counseling Center @ TTUHSC include:

- Individuals, couples, family counseling
- Critical Incident
- Stress Management
- 24-Hour Crisis Line
- Wellness Workshops
- Departmental Assistance

## **Process:**

The Counseling Center at TTUHSC is committed to providing the best care and resources to their clients at this time. For health and safety precautions due to COVID- 19, telehealth counseling is available via HIPAA-compliant Zoom platform. In-person counseling is also an option, but all parties must wear a mask. For more information, please contact the Counseling Center at 806-743-1327.

## **Resources for managing stress and anxiety associated with COVID-19**

\*See our **children's resources** in the **FROM OTHER EXPERTS** tab on the resource page.

## **Cost:**

Texas Tech University employees are eligible for six (6) free visits per fiscal year at the Counseling Center @ TTUHSC. If counseling is needed beyond those sessions, the Counseling Center will provide you with a referral to another provider.

## **Question. Persuade. Refer. (QPR)**

► **806.742.3676 | 806.742.2110**

Suicide Gatekeeper training is open to all faculty, staff, and students at Texas Tech University. For the Fall 2020 semester, trainings will be held twice a month via Zoom. To register for the regularly scheduled training email [Amanda.Wheeler@ttu.edu](mailto:Amanda.Wheeler@ttu.edu) or contact [RISE@ttu.edu](mailto:RISE@ttu.edu) for a group training.

## **Family Therapy Clinic**

► **Human Sciences 164 | 806.742.3074 | [hs.cftc@ttu.edu](mailto:hs.cftc@ttu.edu)**

The Family Therapy Clinic is a campus-based clinic providing sliding scale fees for individuals, couples, family, and group therapy services. In addition to in-person visits, the Clinic also offers teletherapy services to clients whose needs are appropriate for online services.

## **Psychology Clinic**

► **Psychology 111A | 806.742.3737**

The clinic offers a broad range of outpatient mental health services, which include individual therapy, family therapy, couples therapy, and group therapy. The Psychology Clinic does not offer crisis or same-day services and fees are based on a sliding scale. Appointments are available both in-person and virtually.

## **Texas Tech Police Department**

Emergency: 911

Non-Emergency: 806.742.3931

## **Military & Veterans Programs**

► **Drane Hall 147 | 806.742.6877**

Military & Veterans Programs assists veterans and their families in achieving academic, personal, and professional success.

# Off Campus Resources

Listed below are resources available to all individuals regardless of your affiliation with Texas Tech.

## StarCare of Lubbock

▶ **806.740.1421 | 1950 Aspen Ave.**  
Psychiatric evaluation, medication management, rehabilitation, substance use services, hospital, 23-hour Extended Observation Unit, outpatient clinic, mental health first aid, youth empowerment, and more. *Call to inquire about services.*

## StarCare Crisis Line

▶ **806.740.1414 | 800.687.7581**

## Voice of Hope

▶ **806.763.3232**  
Free individual counseling and group therapy for victims of sexual assault in Lubbock.

## Women's Protective Services

▶ **806.747.6491**  
Non-profit organization specializing in advocacy for women, men, and children who have experienced domestic violence in Lubbock and the surrounding areas.

## National Suicide Prevention Lifeline

▶ **1.800.273.TALK (8255)**  
▶ **1.888.628.9454** *En español*

## Crisis Text Line

Text "hello" to 741741

## Veterans Crisis Line

1.800.273.8255 (Press 1)

## Trans Lifeline

▶ **877.565.8860**  
Trans Lifeline's Hotline is a peer support service run by trans people, for trans and questioning callers.

## Texas COVID-19 Mental Health Support Line

▶ **833.986.1919**  
24/7 statewide hotline to help Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic. This new resource offers COVID-19-related mental health support for all Texans.

*We realize there are many health and wellness resources available; this is not intended to be an exhaustive list.*