

Dear Faculty and Staff,

During these trying times, it can be difficult to manage life and work challenges. For this reason, and to give you peace of mind, we want to make you aware of employee benefits that can help you and your dependents.

[Employee Assistance Program \(EAP\)](#)

The University's Employee Assistance Program (EAP) is a confidential counseling and referral program available to eligible employees and their families. Accessible online with the user name and password **uteap/uteap** and via their 24 hour crisis line (1-800-346-3549). The EAP provides a variety of resources including tele-counseling if an in-person appointment is not possible. To access and learn more about EAP resources, [click here](#).

[Virtual Visits](#)

BCBSTX HealthSelect participants have access to **mental health care** and **medical health care** through virtual visits as an alternative to regular office visits. Participants can consult a health care professional through [Doctor On Demand®](#) and [MDLIVE®](#) face-to-face from their smartphones or internet connection any day of the week.

- Mental health virtual visits are covered at the same benefit level as a network mental health office visit (\$25.00).
- Medical health care visits are at no-cost if enrolled in [HealthSelect of Texas®](#), [HealthSelectSM Out-of-State](#) or [HealthSelectSM Secondary plans](#). This means you will have 100% coverage for medical virtual visits under your plan for medical services (excluding mental health care).

Consumer Directed HealthSelect participants are required to meet their annual deductible before virtual visits are covered, subject to the coinsurance for those plans after the deductible is met.

To learn more or schedule a virtual visit with a mental health care or medical health care professional, [click here](#).

[Bright Horizons](#)

The Bright Horizons benefit provides participants with family solutions and additional family support in the form of back-up child care and/or elder care.

- **Back-Up Child Care:** Bright Horizons offers both center-based and in-home child care when regular care arrangements fall through, for unexpected school closures or illness, or as an out-of-town resource during conference travel. Center-based care is \$15 per child, per day or \$25

per family per day. In-home care is \$6 per hour for up to three care recipients, with a four-hour minimum.

- **Back-Up Elder Care:** If you serve as the primary caregiver for an elder or loved one, utilize in-home backup care for your loved one's needs. In-home care is \$6 per hour for up to three care recipients, with a four-hour minimum.

To get started, visit: <https://clients.brighthorizons.com/uh>. Registration is free. Please be aware you must register before you can utilize these services.

Input Username: **UH** and Password: **care4you**.

You can also download the App: Search "back-up care" in the [App Store](#) or [Google Play](#).

You only pay for care that you use. For questions and assistance, call 877-BH-CARES (242-2737).