WHAT IS THE COLLEGIATE ASSISTANCE PROGRAM (CAP)?

- Blended solution that includes a Nurseline service and a Student Assistance Program, modeled after an Employee Assistance Program (EAP).

PROGRAM FEATURES AND BENEFITS:

- **NurseLine**: Immediate access to Registered Nurses, 24x7, 365 days a year.
- **Master’s Level Licensed Clinician**: Access to Licensed Clinician, 24x7, 365 days a year.
- **Legal/Financial Consultation**: Consultation with an attorney or financial advisor for help with non-clinical issues, such as mounting credit card debt, divorce, child custody matters and shelter from abusive relationships.
- **Mediation**: Access to a national network of over 2,000 mediators.
- **National and Community Resources**: An internally developed and maintained database with over 90,000 community resources.
- **Innovative web-based services**: liveandworkwell.com offers a wealth of information, educational articles and helpful resources for participants to use to develop self improvement strategies. Interactive online health programs address relevant topics. Self administered risk assessments help students learn about, identify and resolve high-risk behaviors.
- **Solution-Focused Consultation Techniques**: Our Specialists are trained to use solution-focused consultation techniques to help students focus on their resources, rather than just their problems. They also assist participants to develop an action plan by helping to clarify goals, identify resources, and define realistic timelines.

TELEPHONIC COLLEGIATE ASSISTANCE PROGRAM (TCAP):

**UNLIMITED TELEPHONE SESSIONS AND ONLINE COMMUNICATION WITH A LICENSED CLINICIAN**

- Students using CAP are connected with licensed, specifically trained, counselors who provide in-depth consultation:
  - Focused conversations on specific emotional/behavioral needs
  - Developing and refining goals
  - Stage of change assessment
  - Exploring attempted solutions
  - Identifying activities in support of goals; plan of action
  - Unlimited follow-up consultations
SCREENING FOR APPROPRIATENESS:

- TCAP Specialists are trained to screen each caller to determine if TCAP is the appropriate service for them.
  - TCAP Specialists will rule out active substance abuse, diagnosed mental illnesses, high risk cases (danger to self or others), refer to Behavioral Health or community resources.
  - Specific referral to school resources can be accommodated (i.e. hours, office locations, phone number).

FOLLOW UP:

- Follow-up surveys are conducted 10 and 90 days post case-opening to:
  - Assess social/behavioral outcomes
  - Ascertain further needs
  - Ensure effective service delivery

FINANCIAL SERVICES:

- Telephone-based financial information from credentialed financial professionals including licensed CPAs and Certified Financial Planners.
- A no-cost 30 to 60 minutes individual telephonic consultation.
- Consultation on issues such as: financial planning, investments, credit and collections, taxes, home buying or renting, avoiding or recovering from debt, and survivor benefits.
- Referrals to debt counseling and consolidation services.
- Interactive Web-based programs for financial calculations, budgeting, and retirement planning.

LEGAL SERVICES:

Access to a national network of 22,000 attorneys within every U.S state, Canada, and Puerto Rico, all of whom have at least five years of experience practicing law and are fully credentialed.

- Caller may receive a free 30-minute telephonic or in-person consultation. Additional legal services may be accessed at a 25% discounted rate for a network attorney. (Caller is responsible for attorney costs.)
- Routine Legal and Financial consultations are available Monday through Friday, 6 AM to 5 PM (Pacific Standard Time).
- Non-emergency, after-hours legal referral and financial calls are returned on the next business day while emergency calls are referred for immediate assistance.
- In an emergency, the Employee Assistance Specialist can access on-call legal assistance for the member 24 hours a day, 7 days a week.
MEDIATION:

Access to a national network of over 2,000 mediators to help resolve family-related disputes. All mediators are either licensed attorneys or subject matter experts with advanced degrees and over five years of professional mediation experience. Caller may receive a free 30-minute telephonic or in-person consultation with a 25% discounted rate for additional services with a network attorney. (Caller is responsible for attorney costs)

- Topics may include, but are not limited to:
  - Separation
  - Child Custody
  - Visitation
  - Child Support
  - Healthcare
  - Inheritance disputes
  - Divorce Property division
  - Debt division
  - Living arrangement

ONLINE TOOLS:

Behavioral Solutions liveandworkwell.com

- Offers industry leading self-help tools and services that help members manage life events and adopt healthy lifestyles
- Save time with one-stop access to a vast range of resources ranging from personal issues to household management issues
- Access clinically-validated interactive programs that allow students to set their own pace when dealing with behavior changes
- Search for providers in the United Behavioral Health (UBH) network

Online CAP: lifedirectionseap.com

- Provides online communication between a student and their TCAP counselor
- Offers:
  - Journaling
  - Goal tracking
  - Secure email to counselor
  - Online chat capability with counselor
ID CARDS:
The CAP phone number will be included on the member’s medical ID Card. UnitedHealthcare Student Resources (UHCSR) will have the ID Cards available within 48 hours of the eligibility being loaded. Refer to the “ID Card Overview” document under the Eligibility & ID Cards tab in this binder for different ways that the members can request ID cards.