



Our drinks on every table

# You, at the of everything we do!

## Mental health resource guide



# Supporting your mental health everyday

Resources available to all  
Refresco employees

## What is mental health?

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

## Why is mental health important for overall health?

Mental and physical health are equally important components of overall health. For example, depression increases the risk for many types of physical health problems, particularly long-lasting conditions like diabetes, heart disease and strokes. Similarly, the presence of chronic conditions can increase the risk for mental illness.

## Can your mental health change over time?

Yes, it's important to remember that a person's mental health can change over time, depending on many factors. When the demands placed on a person exceed their resources and coping abilities, their mental health could be impacted. For example, if someone is working long hours, caring for a relative, or experiencing economic hardship, they may experience poor mental health.

[Click here for source.](#)

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assistance  
program  
(EAP)**

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resources**





### How to access:

Access your benefits 24/7/365 with online requests and chat options, and explore thousands of articles, webinars, podcasts and tools covering total well-being.

Contact **(855) 775-4357** or visit **<http://rsli.acieap.com>** and use **company code: RSLI859**



### Available to:

All Refresco employees and their family members.



### Cost:

Up to **five free face-to-face mental health sessions\***. Please refer to your medical plan for other behavioral health visits.

Calling and accessing online content provided through the EAP are free!

*\*Five free face-to-face sessions in total per year.*

## Employee assistance program (EAP)

All Refresco employees have access to the employee assistance program (EAP) through Reliance Matrix at no cost to you. Sometime life happens, and when you do not know where to turn, the EAP is a resource that you and your dependents have access to for confidential assistance.

Reliance Matrix offers a variety of services to make life easier. The following services are free to use, confidential, and available to you and your family members:

### Mental health sessions

Up to **five free face-to-face sessions\*** annually to help manage stress, anxiety and depression, resolve conflict, improve relationships, overcome substance abuse, and address any personal issues. Options for in-person, telephonic, or video counseling.

### Life coaching

To help reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance. Life coaching is available for up to **five free face-to-face sessions\***, unlimited telephonic and web-based services.

### Financial consultation

To help build financial wellness, telephonic financial consultation is available for **unlimited number of issues per year**. Includes optional 30-day financial coaching benefit with a 90-day action plan.

### Legal consultation

For **unlimited number of issues per year**, legal consultation includes one 60-minute in-office or telephonic consultation with a local attorney and 25% discount for continued services.

### Life management

To provide information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

# Telemedicine

## Teladoc Health (UMR medical plans)

Refresco employees enrolled in UMR medical plans, have access to a telemedicine option through Teladoc Health. Teladoc Health is an easy way to be seen for medical, dermatology, and behavioral health visits, without leaving the comfort of your home.

Once you've downloaded the app, find your coverage and confirm the coverage that has been matched to you - pick your health plan from the drop-down menu and enter your health plan ID. Create an account by entering your contact information, username, password and security questions.

Online therapists can help you with:

- Anxiety, stress, feeling overwhelmed
- Negative thought patterns
- Depression
- Not feeling like yourself
- Not wanting to get out of bed
- Relationship conflicts
- Marriage and relationship issues
- Trauma and PTSD
- Mood swings
- Medication management (psychiatry only)

## Teladoc Health member testimonials:



“Teladoc may not be for everyone, but in my case, it is working. It is giving me an option. I don't have to take off work, don't have to take off time from my patients. I can still get help I need in my own home.”



“Teladoc Mental Health has been better than in-person therapy, and I've had a lot of in-person therapy before that I really enjoyed, but this has been better than that. I would love to keep it this way.”



“Anxiety is something that I have struggled with for a really long time, and I've never been comfortable taking medicine for it. After talking to a therapist just since March, she helped me. Now that I am talking to a therapist, I feel like I can breathe a little bit.”



### How to access:

#### Teladoc Health (UMR Medical Plans):

Download the app or visit:

[www.teladoc.com](http://www.teladoc.com)



### Available to:

All Refresco employees and dependents enrolled in a Refresco UMR medical plan.



### Cost:

Telemedicine is covered at 100% for both UMR plan options.

Please refer to your current Benefits & Well-Being Guide for additional benefits information.



**How to access:**  
**Doctor on Demand**  
**(UHC Surest Medical Plan):**  
 Download the app or visit:  
[www.doctorondemand.com](http://www.doctorondemand.com)



**Available to:**  
 All Refresco employees  
 and dependents enrolled  
 in a Refresco UHC Surest  
 medical plan.



**Cost:**  
 Surest members can visit the  
 Surest app or website for cost  
 and coverage information.

Please refer to your current  
 Benefits & Well-Being Guide  
 for additional benefits  
 information.

## Telemedicine

### Doctor on Demand (UHC Surest medical plan)

Refresco employees enrolled in the UHC Surest medical plan have access to a telemedicine option through Doctor on Demand.

Connect with board-certified doctors via live video right from your phone, tablet or computer on-demand 24/7 or by appointment. Surest members can visit the Surest app or website for cost and coverage information.

Access Doctor on Demand for:

- Personalized counseling in either 25 or 50 minute sessions from US-based therapists
- Psychiatric consultations and medicine management offered in 45 minute initial visits and 15 minute follow-ups
- Clinical experts in a variety of different specialties, such as anxiety, depression, relationship issues, LGBTQ+, PTSD, trauma, stress, and more

### Doctor on Demand member testimonials:



“A wonderful way to see the doctor online without the hassle of going to ER or urgent care where you wait for hours and hours. The doctor talks with you about your illness, evaluates, and calls in prescription if needed. What a wonderful program!”



“I’m gaining so much insight into my thought process and ways to deal with it. She has a wonderful way of making me safe and unafraid to talk about my feelings.”



“[My doctor] is amazing, compassionate, and respectful with my 15 year old. She’s giving hope to my daughter and [she] is looking forward to improving her mental health.”

# Telemedicine

## Kaiser HMO medical plan

Refresco employees located in California and enrolled in the Kaiser HMO medical plan, have access to two apps to help you manage care for you and your family - anytime, anywhere.

With the **My Doctor Online** app, you can:

- Schedule most appointments and join video visits
- Get personalized health reminders
- Check doctor appointment reminders and details

With the **My KP Meds** app, you can:

- Create reminders to take medications at the right time
- Order refills from your smartphone or mobile device
- Manage medication lists, schedules, and reminder histories

## Kaiser support for emotional wellness

Kaiser members can explore three evidence-based apps to help with anxiety, stress, sleep, mood, and more - anytime you need it.

### Calm

The #1 app for meditation and sleep. You can choose from hundreds of programs and activities, including:

- Guided meditations
- Sleep stories
- Mindful movement videos

### Ginger

One-on-one emotional support coaching and self-care activities to help with many common challenges.

- Coaches are available by text 24/7
- You can use Ginger's text-based coaching services at no cost, no referral needed\*

### myStrength by Teladoc Health

Personalized programs designed to help you:

- Set mental health goals
- Learn coping skills
- Track your progress over time
- Make positive changes

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to get started.

*Eligible Kaiser members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost.*



### How to access:

#### Kaiser HMO medical plan:

Download from the Google Play or App Store:

My Doctor Online app

My KP Meds app



### Available to:

All Refresco employees and dependents enrolled in a Refresco Kaiser HMO medical plan.



### Cost:

Telemedicine cost is based on plan enrollment under Kaiser plans.

Please refer to your current Benefits & Well-Being Guide for additional benefits information.

# MOBE

## MOBE offers personalized health guidance

Whether you're looking to manage your weight, get better sleep, or just feel happier, MOBE (pronounced "MO-BEE") can help you get there. Best of all, because MOBE is part of the Refresco employee well-being program, there is **no cost to you\***.

## Helping you live a healthier, happier life

MOBE will help you boost your well-being with support and guidance on key elements of your health:

- **Eat:** build healthy habits so that food nourishes your body, provides energy, and promotes healing.
- **Sleep:** find a path to restorative sleep that makes sense for your body.
- **Move:** create a stronger and more resilient body, starting from where you are now.
- **Smile:** develop a healing attitude that improves your emotional well-being.
- **Medications:** make the most of your prescriptions, over-the-counter medications, herbals, and supplements.



### How to access:

**(844) 841-9725**

Email: [info@mobeforlife.com](mailto:info@mobeforlife.com)

[www.mobeforlife.com](http://www.mobeforlife.com)



### Available to:

Refresco employees, their spouses, and dependents 18 and older who are enrolled in the UHC Surest medical plan or UMR medical plans are eligible to participate.



### Cost:

No cost

## This is what Refresco employees have to say about their MOBE experience:

- ♥ “Thanks to MOBE, I’m pushing myself past the limits that I never thought were possible. I started at 305 pounds and I’m at 246 now. I’m running 10-15 miles a day, seven days a week.”
- ♥ “My MOBE Guide Liz was exceptional. Full of information and enthusiasm that offered me a safe space to explore my challenges and realign with my goals. Not only have I referred MOBE, I have referred her as well.”
- ♥ “I think the future looks bright and successful and full of opportunities. I think we all have room to continue improving. My MOBE Guide ManDee, helped me to know how to set short-term goals that are attainable and transform into daily habits, like with eating fruit and increasing exercise. So, I look every day to see what new short-term goals I can add to my life to continue to make it better.”

## Emotional well-being and behavioral health apps

There are many apps available through the App Store or Google Play that help support mental health and well-being. Some of them are free or offer a free trial and some may charge a subscription fee. Some suggestions are listed below; for specific details and pricing, please visit the app's website.

### [Insight Timer](#)

Offers a collection of more than 100,000 guided meditations

### [Headspace](#)

Mindfulness and meditation sessions to help with stress, anxiety, sleep and more

### [eMoods](#)

Helps track symptoms, elevated mood and irritability for those experiencing bipolar disorder

### [Ten Percent Happier](#)

Library of 500+ guided meditations and practical teachings you can carry anywhere

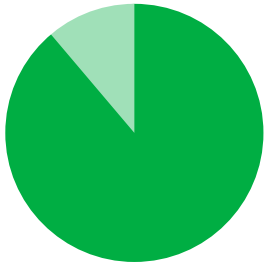
### [DynamiCare](#)

Quit or moderate use of alcohol, drugs, and tobacco with support via text and video coaching options offered

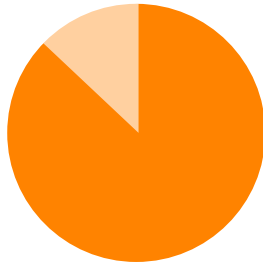
### [Reflectly](#)

AI-driven mindfulness journal

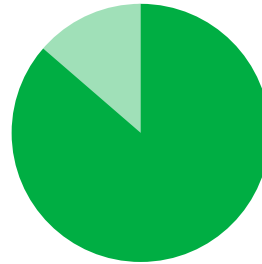
## Mental health stats - we're in this together



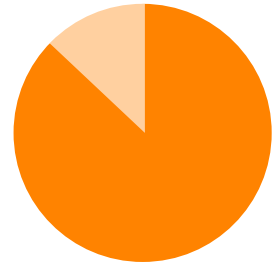
81% of people say they've struggled with nervousness, anxiousness, and stress recently.\*



After seeing a therapist, 86% of people said that it helped them cope.\*\*



87% of American adults agreed that having a mental health disorder is nothing to be ashamed of.



86% of American adults said they believe that people with mental health disorders can get better.

### Sources:

\*Calm 2024 Voice of the Market Report | \*\*[Click here for source](#) | \*\*\*American Psychological Association

## Crisis hotlines

If you or someone you know is facing a crisis, use these resources:

### The Refresco Employee Assistance Program

- Call (855) 775-4357

### The National Suicide Prevention Lifeline

- Call (800) 273-TALK (8255)
- Text "Connect" to 741741

### The National Substance Use Treatment Helpline

- Call (800) 662-HELP (4357)



If this is an emergency or you think you may harm yourself, please call 911.

# National resources

## National Alliance on Mental Illness (NAMI) HelpLine:

- Call: **(800) 950-NAMI (6264)**
- Text: “HelpLine” to 62640
- Email: [helpline@nami.org](mailto:helpline@nami.org)
- Web: <https://www.nami.org/support-education/nami-helpline/>

## The Trevor Project

Supporting LGBTQ young people during times of crisis by providing access to crisis counselors 24/7, 365 days a year.

- Call **(866) 488-7386**
- Text “START” to 678-678
- Web: <https://www.thetrevorproject.org/>

## Mental Health America

Take a mental health screening today:

- Web: <https://screening.mhanational.org/screening-tools/>

## Warmline by State (non-crisis)

A warm line is a confidential, free phone service offering mental health support.

- Web: <https://warmline.org/warmdir.html#directory>

## BlackLine

Call BlackLine® provides a space for peer support, counseling, reporting of mistreatment, witnessing and affirming the lived experiences for folx who are most impacted by systematic oppression with an LGBTQ+ Black Femme Lens. Call BlackLine® prioritizes BIPOC (Black, Indigenous, and People of Color).

- Call **(800) 604-5841**
- Web: <https://www.callblackline.com/>

## 988 Suicide & Crisis Lifeline

The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

- Call or text **988**
- **Veterans Crisis Line:** call **988** then press 1 or **Text 838255**

## 2-1-1

Free telephone number providing access to local community services. Available in multiple languages, for accessing information and obtaining referrals to physical and mental health resources such as housing, utility, food, and employment assistance.

## National Domestic Violence Hotline

Trained expert advocates are available 24/7 to provide confidential support to anyone experiencing domestic violence or seeking resources and information. Help is available in Spanish and other languages.

- Call **(800) 799-SAFE (7233)**

## National Sexual Assault Hotline

Connect with a trained staff member from a sexual assault service provider in your area that offers access to a range of free services. Crisis chat support is available at Online Hotline. Free help, 24/7.

- Call: **(800) 656-HOPE (4673)**

## Caregiver Help Desk

Caregiver Help Desk offers free support to family caregivers across the country. It is staffed by caregiving experts who can help you find the information you need to navigate your caregiving challenges and support you on your caregiving journey.

- Call: **(855) 227-3640**
- Web: <https://www.caregiveraction.org/helpdesk>



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