

Taking Care of Your Mental Health

The State of Wisconsin offers several benefits to support state employees’ and family members’ mental wellbeing. Review the guide to learn more about these benefits to help you choose the resource that is right for you.

	STATE GROUP HEALTH INSURANCE	STATE EMPLOYEE ASSISTANCE PROGRAM (EAP)	WELL WISCONSIN PROGRAM
What is it? When do I use it?	Confidential mental health services are provided directly by your primary care physician or specialist. Services treat mild to severe symptoms for various mental health and well-being concerns.	The EAP offers short-term counseling – up to 8 visits per issue per year. Services provided are intended to help with mild to moderate symptoms for various mental health and well-being concerns.	Well Wisconsin offers support to employees through certified health coaches and online support tools. These confidential conversations support mild symptoms for various mental health and well-being concerns.
Who is eligible?	Employees enrolled in State Group Health Insurance, their covered spouse, and dependents.	State of Wisconsin employees and their household family members are eligible for the State Employee Assistance program, regardless of coverage through the state health plan.	State of Wisconsin employees and their covered spouses enrolled in State Group Health Insurance.
What do the benefits offer?	You can find a summary of benefits for your selected health plan on the Summary of Benefits and Coverage page of the ETF website.	Eight, no-cost counseling visits per issue per year. Employees can also access additional work-life support such as legal, financial, and childcare/eldercare resources through the EAP.	Well Wisconsin health coaches are available for scheduled health coaching sessions to help support employees' physical and mental well-being. They also offer online tools and resources on mental health and well-being topics through the Well Wisconsin Portal .
Is the program confidential?	Federal HIPAA Privacy laws require healthcare providers and health insurers to protect patient privacy. Please review the privacy practices of the State Group Health Insurance Program for more details.	Yes, all contacts with the EAP are 100% confidential. Information regarding your contact with EAP cannot be released without your written consent, except by court order, imminent threat or harm to self or others, or in situations of child or elder abuse.	Yes, WebMD does not share personal health information with your employer, only aggregated data of general program use. You can find more information in WebMD’s Privacy Policy and Privacy Video .
How do I use it?	Services are available through the health insurance provider you selected when you enrolled in coverage. To connect, contact your primary care physician or health insurance provider to help you locate in-network providers that can assist with mental health services.	Call 833-539-7285, 24 hours a day, seven days a week. Visit the website at sowi.mylifeexpert.com for resources and live chat with an EAP counselor, 24 hours a day, seven days a week. Download the Acentra Connect app for resources and to live chat with an EAP counselor 24 hours a day, seven days a week.	Contact WebMD to get set up with a health coach. Phone: (800) 821-6591 Website: webmdhealth.com/wellwisconsin
How much does it cost?	Services are covered based on your health insurance plan design. There may be out-of-pocket expenses when using mental health services through this program.	The EAP is employer-paid at no cost to employees. Employees and their household family members have access to 8 free visits, per issue, per year.	Services are funded through health premiums. There is no additional cost for you or your covered spouse for using mental health services through this program.

