



In times of uncertainty

## Resource Advisor is here to help

Resource Advisor, a member assistance program that's included with your life and/or disability benefit, provides resources and services to support you and your household family members when you need it.

### Counseling available by phone or video chat

When you're feeling stressed, worried or having a tough time, you may want someone to talk to. You and your household family members can call Resource Advisor anytime, 24/7, and talk with a licensed counselor:

- By phone: Call 1-888-209-7840.
- Video chat: Talk with a counselor from the convenience of your home or wherever you have internet access and privacy using LiveHealth Online. To set up a LiveHealth Online visit, call Resource Advisor. We'll give you details about how to schedule a visit, along with a coupon code that gives you LiveHealth Online visits at no extra cost to you.

You can also review a therapist's background and qualifications to help choose one who's available and right for you. Whatever works for you — we're here to help with any concern, no matter how big or small.

You and your family members are eligible for up to three counselor visits for each issue or concern, at no cost to you.

Counselors can help with:

- Stress
- Parenting
- Anxiety
- Depression
- Any issue that affects your wellbeing
- Dealing with illness
- Relationship or family issues
- Finding child care
- Elder care issues and resources

Resource Advisor has additional tools and resources to help including online seminars:

- How to Stay Healthy
- How to Keep your Family Healthy
- Uncertainty and Parenting with COVID-19
- Financial Uncertainty
- Hand Washing

### Resource Advisor

**1- 888-209-7840**

[www.ResourceAdvisor.Anthem.com](http://www.ResourceAdvisor.Anthem.com)

(Log in with program name AnthemResourceAdvisor)



## Your Resource Advisor program offers tips to cope with anxiety and stress during the COVID-19 (coronavirus) outbreak

As news of the COVID-19 (coronavirus) evolves, you may find yourself growing increasingly anxious or stressed. If so, you are not alone. Your Resource Advisor Program is here to provide you and your household members support. Here are a few tips to help cope from Dr. Jessica Chaudhary, one of Anthem's medical directors:

**Be vigilant,** take precautions, and maintain perspective to reduce any undue stress.

**Stay calm and carry on.** Maintain a routine and continue your normal daily activities, but be sure to practice prevention where you can.

- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer when washing isn't an option.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- Stay home when you're sick. That includes staying home from work, school, errands and travel.
- Cover a cough or sneeze with a tissue, then throw the tissue in the trash.
- If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean and disinfect frequently touched objects and surfaces, such as phones, keyboards and doorknobs.
- Get plenty of sleep, be physically active, drink a lot of fluids and eat nutritious food.

**Stick to reputable sites for your information.** Try to limit contact with sources that tend to fuel your worry. Avoid using the internet to search your symptoms, and do not panic at the first sign of illness. Speak to your primary care doctor if you have any questions.

**Use coping skills.** Try and focus on relaxing more. You can exercise, practice yoga, meditate, use deep breathing techniques or talk to a friend or a therapist.

**Stay informed.** Get information from reliable sources like the Centers for Disease Control and Prevention ([CDC](#)) or the World Health Organization ([WHO](#)). It's important to limit the time you spend reading or listening to the news. If you feel like the news is becoming repetitive, it might be a sign that you are oversaturating yourself.

**Be prepared.** It's okay to make sure you have enough bottled water, toilet paper, non-perishable food and any necessary medicines. However, if you find that you are buying large quantities of supplies and you are starting to run out of storage room, you may be over-preparing due to panic.

**Ask for help.** Monitor yourself, your emotions and your internal responses. If you feel like you cannot stop worrying, or if you notice any of the concerning behaviors mentioned above, seek help. Your Resource Advisor program can connect you to a therapist and other resources that can help you.

Jessica Chaudhary is a board-certified psychiatrist who completed her medical training at the University of Washington School of Medicine, her residency in psychiatry at Yale University, and a fellowship in psychosomatic medicine at Harvard University. She specializes in psychiatric disorders and has treated patients with anxiety, depression, obsessive compulsive disorders, substance use disorders, and bipolar disorders, among other psychiatric conditions. She is a medical director here at Anthem.

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Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call **1-800-784-2433** (National Suicide Prevention Lifeline) or 911 and ask for help.

If your issue is an emergency, call 911 or go to your nearest emergency room.

LiveHealth Online does not offer emergency services.

Appointments subject to availability of a therapist.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Note about eligibility: This program is for active employees and their household family members. All benefits end at retirement.

**Resource Advisor services are not a part of the certificate, policy or trust agreement and do not modify any insured benefits. Resource Advisor additional services are provided based on negotiated agreements between the insurance company and certain service providers. Although the insurance company endeavors to make these services available to all policyholders and certificate holders as described, modifications to our agreements with service providers may require that services be periodically modified or terminated. Such modification or termination of services may be made based on cost to the insurer, availability of services, or other business reasons at the discretion of the insurer or service providers.**

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