

# Hello benefits

## Mental Health Rewards Resource

Mental health refers to your social, emotional and psychological well-being. While your mental health can be affected by some things you cannot control, you can control how well you look after your mental health. Taking steps to build your mental fitness enhances your ability to cope with stress and improves your physical health, productivity at work, relationships, and overall happiness. Walgreens is proud to offer benefits, resources, initiatives, and tools that support mental fitness.

### Resources for all Walgreens team members

**365 Get Healthy Here Wellness Program & Life 365 Employee Assistance Program (EAP)** is a combined, comprehensive wellbeing experience that offers confidential mental health, crisis management, legal support, childcare and eldercare support, and more.

**All team members are eligible** for this integrated program and through it — have access to both online tools and telephonic mental health. This program also supports dependents and other household members. The opportunities for support are countless and include both face-to-face and virtual visits with a clinician. Up to 5 FREE mental health counseling visits are available to all team members *and* immediate family through Life365.

**Access the free Care Now** digital support and counseling for topics like stress management, divorce/separation, depression, (and more!), which serves as a convenient alternative to live counseling sessions.\*

**To connect with a live EAP advisor**, team Members and eligible dependents can call 1-855-777-0078.

Team Members may also log on to [Walgreens.com/TeamMember365](https://Walgreens.com/TeamMember365) and click on the Life365 tile to explore all the resources available, including live chat with a counselor. The first time you visit Life365, you'll be prompted to register, allowing single sign-on in the future and lending itself to a confidential, personalized experience upon subsequent visits to the site. Team members without a Walgreens authenticator ID, team member dependents, retirees, and COBRA participants may only access services via the toll-free number at 1-855-777-0078.

### Life365 helps team members like you

Life365 is available 24/7 to help you take care of you and your family, especially now as we face new challenges in our workplace and homes. Discover how Life365 participants took advantage of their EAP to support their wellbeing as effects of the COVID-19 pandemic continues.



**Meet Gabby**, who is coping with the loss of her mother this past year. Gabby and her mother had never spent more than a week apart, and as a result, she is experiencing feelings of intense loss and grief.

**How Life365 helped:** Gabby booked a free, confidential counseling session with a clinician in her community and subsequently took advantage of the **Care Now** digital support. The Life365 counselor helped Gabby understand that the first year can be the hardest. The support she received enabled her to anticipate and prepare for these feelings and encouraged her to find unique ways to commemorate and celebrate the memories she shared with her mother.



**Meet Nicolas**, who has spent a lot of time in quarantine with his spouse since the start of the pandemic. While they love each other, being together at home for months highlighted their differences and even simple tasks turned into arguments.

**How Life365 helped:** Nicolas and his spouse received advice over video sessions with an EAP counselor. They learned how to improve communication and make the best of the time they spend together.



**Meet Pat**, who loves spending time with their family — sharing meals, having great conversations, watching movies, shopping and playing games. Because of the pandemic, Pat had to find ways to stay connected yet physically apart from their family.

**How Life365 helped:** To lift spirits and keep the family bond strong, Pat met with a LifeWorks counselor and learned ways to adapt to the new social distancing “normal.”

### Life365 is available all day, every day

- **Team members and their eligible dependents seeking assistance can call 1-855-777-0078**
- **Team members only may access Life365 online at [Walgreens.com/TeamMember365](https://Walgreens.com/TeamMember365) then by clicking on the Life365 tile. Team members have access to additional resources or to live chat with a counselor.**

\* Access to the Life365/Lifeworks digital platform is given to Walgreens team members only. Partners and spouses covered by a Walgreens medical plan can access the Life365 EAP by calling Lifeworks at 1-855-777-0078.



#### You are cared about

Whether you are enrolled in a Walgreens Medical Plan or not, we offer all team members mental health assistance with convenient in-person and online resources.



#### You are not alone

The World Health Organization (WHO) estimates that depression alone affects more than 300 million people worldwide—more than four percent of the world's population.



#### You are safe

All of the providers, resources and tools available to you is always confidential and secure.

### Up to 5 FREE mental health counseling visits are available to all team members *and* immediate family through Life365.

#### Best-in-class 365 Get Healthy Here & Life365 (EAP) program offerings

- Five free face-to-face sessions per year with a clinician in your community
- 24/7 access to counseling by phone for immediate, short-term support
- 24/7 access to professional advisors for advice, work-life support, and referrals to counselors for short-term telephonic, in-person, live by video, or virtual group counseling, as well as to other specialists, such as legal professionals
- **Care Now** digital support and counseling
- Online access to hundreds of articles, recordings, pod-casts, quizzes, e-books, self-assessments, and more\*
- Research and connections to organizations and agencies in your community to help you address specific needs

#### Life365 offers confidential resources on topics like:

- Work and Career Support
- Resilience
- Family and Relationships
- Legal
- Disabilities
- Emotional Well-Being
- Crisis Management
- Post Trauma Support
- Coping with Change
- Adoption
- Childcare and Eldercare
- Research & Referrals
- Grief Support
- Work and Life Balance
- Workplace Stress



**Scan this QR Code on your mobile device to quickly join and access the platform on 365 Get Healthy Here**



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### Journey LIVE for all Walgreens team members

**Journey** is a preventative mental wellness platform that was founded with the mission of helping all people live happier, healthier, less stressed lives. Designed by mental health experts, Journey teaches you how to manage stress and anxiety, strengthen your relationships with others, increase your productivity, and overall improve your mental health. Journey provides live and on-demand classes. You can choose between 5, 10, and 20-minute sessions to fit within your workday. Journey has hundreds of guided classes with new topics every day. Some class examples are Reducing Anxiety; Finding Work-Life Balance; Managing Stress; Better Relationships at Work and Home; and Mental Wellness for Parents.

Practice a new topic each day, learn new skills and track your progress. In just a few minutes a day, Journey can help you bring mental wellness to your everyday life. Ready to become the best you? Start your journey today.

**All active team members are eligible** to use Journey’s app to improve your mental wellness. And because your family’s mental health is as important as yours, all of your immediate family members will receive free access to Journey LIVE.

**To register for the Journey LIVE app:**

- Team members should visit [register.journey.live/Walgreens](https://register.journey.live/Walgreens)
- Immediate family members should visit [register.journey.live/walgreens-family](https://register.journey.live/walgreens-family)



*Certain union employees and other component groups may have differences in eligibility and/or benefits than described in this document, based on collective bargaining agreement provisions or otherwise.*

### Resources for Walgreens medical plan participants

Are you a team member enrolled in a Walgreens medical plan? If so, you and your eligible dependents enrolled in one of the medical plan carriers noted below have access to mental health resources. Telehealth options for mental health services may be available for some telehealth vendors. If a telehealth option for mental health is not noted in the chart below, please contact your medical carrier for more information. For questions about the services offered and the associated costs for telehealth, please call the number on the back of your medical ID card. Remember, Up to 5 FREE mental health counseling visits are available to all team members and immediate family through Life365.

### Mental health programs offered by medical carrier

#### Blue Cross Blue Shield

- Team members enrolled in BCBS have access to Care Coordinators and an Alight Health Pro. Care Coordinators identify mental health providers available in your network by specialty. Your Alight Health Pro finds the most cost-efficient and high-quality behavioral care in your network. Call the number on the back of your Medical ID Card to connect with a Care Coordinator. Contact your Alight Health Pro at [www.BenefitsSupportCenter.com](https://www.BenefitsSupportCenter.com) and select the Health Pro tile. Email [walgreenshealthpro@alight.com](mailto:walgreenshealthpro@alight.com) or call 1.833.494.6991
- BCBS offers the Virtual Visits benefit powered by MDLIVE®, where the doctor is in 24/7/365\*. See a mental health specialist without leaving the comfort of your own home at a time that works best for you. Use information from your member ID card to activate your account (choose one):
  1. Call MDLIVE at 888-676-4204
  2. Go to MDLIVE.com/bcbsil
  3. Text BCBSIL to 635483
  4. Download the MDLIVE app

#### UnitedHealthCare

- Team members enrolled in UHC have access to Care Coordinators and an Alight Health Pro. Care Coordinators identify mental health providers available in your network by specialty. Your Alight Health Pro finds the most cost-efficient and high-quality behavioral care in your network. Call the number on the back of your Medical ID Card to connect with a Care Coordinator. Contact your Alight Health Pro at [www.BenefitsSupportCenter.com](https://www.BenefitsSupportCenter.com) and select the Health Pro tile. Email [walgreenshealthpro@alight.com](mailto:walgreenshealthpro@alight.com) or call 1.833.494.6991
- Telehealth care is available with a mental health specialist at your own home when it works best for you.
  - For more information on the following telehealth providers visit [www.myuhc.com](https://www.myuhc.com)\*:
  - 1. Amwell
  - 2. Doctors on Demand
  - 3. Teledoc

#### Dean/Prevea 360

Dean Health Plan participants have access to Care Management. Your Care Management team serves as an advocate to assist you achieve your optimal physical and mental health.

- For support, please visit <https://www.deancare.com/wellness/care-management/behavioral-health-and-substance-use>

#### Kaiser Permanente

Mental health and wellness resources are available to Kaiser Permanente participants where you can receive personalized assistance for mental health care.

- For support, please visit: [www.kp.org/health-wellness](https://www.kp.org/health-wellness)

#### HMSA

Beacon Health Options provides personalized assistance for mental health care through HMSA’s mental health program.

- For support, please visit <https://hmsa.com/well-being/> You may also call the number on the back of your HMSA membership card for assistance.

#### Triple S Salud\*\*

TeleConsulta MD (AmWell)

- TeleConsulta MD App via [www.triplessalud.mytelehealth.com](https://www.triplessalud.mytelehealth.com)
- \$10 Copay/Copago – Unlimited/Ilimitado

#### Medical Card System\*\*

MCS MedilineaMD

- Mi MCS App via <https://mcs.com.pr/en/Pages/wellness/wellness-programs/MCS-Medilinea-MD.aspx>
- \$25 Copay/Copago – Unlimited/Ilimitado

#### Elan Insurance\*\*

Teladoc

- <https://www.elan.insure/teladoc-services/>
- \$0 Copay/Copago

\*\$5 co-pay. If you have an HSA, the \$5 co-pay will apply once your deductible is met

\*\*These medical plans are only offered to eligible team members in Puerto Rico and U.S. Virgin Islands. Up to 5 FREE visit Behavioral Health Counseling visits are available to all team members and immediate family at [Walgreens.com/teammember365](https://Walgreens.com/teammember365) Telehealth options for behavioral health services may be available for some telehealth vendors. Contact your medical carrier or your medical carrier’s telehealth vendor for more information. Hasta 5 visitas GRATUITAS de consejería de salud conductual están disponibles para todos los miembros del equipo y familiares directos a través de Life365 [Walgreens.com/teammember365](https://Walgreens.com/teammember365). Si tiene preguntas sobre los servicios ofrecidos y los costos asociados de telemedicina, llame al número que se encuentra en la parte posterior de su tarjeta de cubierta médica.

**Services under these plans do not replace medical care. In an emergency, seek help immediately.** This document is intended to provide an overview of one or more of the benefit programs for which you may be eligible as a Walgreens team member. If any information in this guide conflicts with the official plan and program documents, those plans and documents will govern. Walgreens reserves the right to amend, modify, or terminate these plans and programs at any time. Due to existing agreements and/or applicable legal requirements, team member benefits may vary, and some of this information may not apply to you.

