



Are you masking your
mental health?

**Mental Health
Resource Guide**

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Unmasking your mental health

What’s more difficult than struggling with mental health? Pretending everything is fine. Just as physical health fluctuates over time, mental health can also experience highs and lows. And while masking our true feelings during difficult days may seem easier – it can lead to bigger issues, and even chronic health concerns.

Your mental health comes first

The State of South Dakota is committed to supporting the health and well-being of all employees. Here are three things we want our people and their families to know:

- 1 Your mental well-being matters.
- 2 Everyone needs a little extra support at times.
- 3 **You have resources to help should you need them.**

1 in 5
1 in 5
U.S. adults live with
mental illness every year

Source: [NIH Mental Illness Statistics \(2022 SAMHSA data\)](#)

How to use this guide

Everyone deserves to feel good physically and mentally, and it's important to look out for one another. Taking care of your mental health is also key to maintaining a healthy mind and body.

In this guide you'll find helpful support and treatment resources — including how to access [LiveWellSD](#) and the [Employee Assistance Program \(EAP\)](#); your benefits through [Wellmark](#)® [Blue Cross](#)® [Blue Shield](#)®, [Doctor On Demand](#)® by Included Health®; and [additional mental health resources](#).

54%
of adults with a mental illness
receive no treatment

Source: [Access to Care Data 2023](#) | [Mental Health America](#)

Spread
mental health
awareness



Always prioritize your
mental health and tell
others to do the same!



Your Employee Assistance

Program (EAP) Administered by GuidanceResources® and ComPsych®

4 ways to access EAP benefits

There are four simple ways to get the support you need when you need it.

1

Call **1.833.955.3403**. To speak to a counseling professional who will listen and guide you to the appropriate services.

2

Visit your EAP website: [GuidanceResources.com](https://www.guidanceresources.com)
Use web ID: *southdakota*

3

Download **GuidanceNow**SM
Use web ID: *southdakota*

4

Download **myStrength**[®]
Use web ID: *southdakota*

The EAP offers help to State of South Dakota benefits-eligible employees, and their household members, with personal and work-related issues, including:



Emotional support



Legal guidance



Work-life solutions



Financial guidance

Services are available 24/7 and are completely confidential. Whether you need short-term counseling from a trained clinician, professional advice for legal and financial issues, or tools and resources to improve your work-life balance, your EAP is here to help.



Your Employee Assistance Program (EAP) (continued)

mySTRENGTH

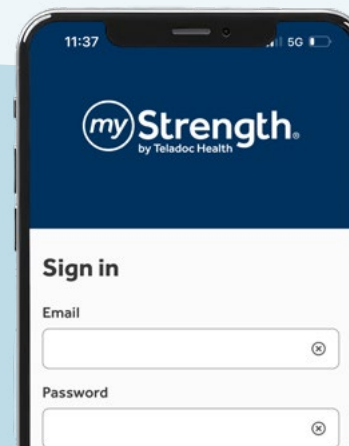
Personal growth should happen at your own pace. GuidanceResources has partnered with myStrength to create a user-friendly digital platform with effective and easy-to-use mental health tools and resources.

Through myStrength you'll learn helpful in-the-moment coping tools through interactive programs. You will also gain access to inspirational resources and community support. Programs are available for adults and youth (aged 13 and older) – with Spanish options available. myStrength guided programs tackle a variety of issues, including:

- Anxiety
- Chronic pain
- Depression
- Mindfulness
- Sleep improvement
- Stress
- Substance use disorder
- Intense emotions
- PTSD (post-traumatic stress disorder)
- Nicotine recovery

Ready to
get started?

Break through roadblocks, eliminate stress, and uncover mental barriers to become a better you. [Download the app.](#)



Medical plan benefits

and your mental health

Administered by Wellmark Blue Cross and Blue Shield

If you're enrolled in one of the State of South Dakota's medical plans and want to access covered mental health support, speaking with your primary care provider (PCP) is a good first step to learn about your options.

MAKE AN APPOINTMENT WITH YOUR PCP

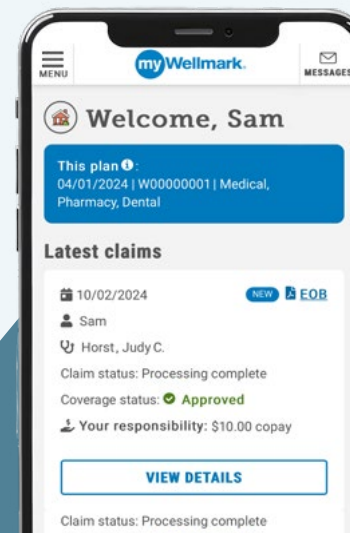
Most PCPs will inquire about your mental health during an annual wellness exam, but you can also make an appointment anytime. Be open and honest when they ask how you've been. If you're feeling anxious, sad, or are experiencing a loss of interest in things you once enjoyed — **tell them.**

Starting the conversation ...

You can prepare to talk with your PCP about your mental health concerns by bringing a few notes, such as:

- Your mental health history (with medications)
- Any physical or emotional symptoms
- Recent life changes (i.e., new baby or job, divorce, etc.)
- Persistent, negative thoughts

TIP: Feeling nervous? Bring a friend or family member for support.



Download
myWellmark[®]

Use the [myWellmark](#) mobile app to access your medical insurance information on-the-go.

Medical plan benefits

and your mental health (continued)

MENTAL HEALTH CASE MANAGEMENT SERVICES

Medical plan members have behind-the-scenes support through the Wellmark Mental Health Case Management team. This is a confidential, free service meant to fill gaps in care and help you live your best life.

Services include:

- Working to help you better understand your condition and needs.
- Helping you navigate the health care system.
- Providing additional resources and education.

Take a confidential screening

Assess and self-identify symptoms with the help of myWellmark. Start your confidential screening by following these steps:

- 1 Register/login to [myWellmark](#).
- 2 Select the *Well-being* tab.
- 3 Scroll down to the *Mental Health Case Management* section and select one of the screening options.
- 4 A case manager will contact you with resources based on your answers.

CONTACT A CASE MANAGER

Call **800.410.4134** to speak with a case manager and get additional support.



Medical plan benefits

and your mental health (continued)



VIRTUAL TALK THERAPY AND PSYCHIATRY

Employees and family members covered by the State of South Dakota's medical plan can quickly schedule virtual talk therapy and consultations with mental health professionals through Doctor On Demand. You will be able to establish an ongoing relationship with the same licensed psychologist and/or psychiatrist for a more effective and comprehensive treatment plan.

Virtual visits take place wherever you are, via your smartphone or tablet. It's easy, confidential, and covered by your health benefits. Diverse specialties include:



Anxiety



Depression



Relationship issues



PTSD and trauma



Stress

Schedule your first appointment!

Visit DoctorOnDemand.com/Wellmark to register, then download the app to connect with a mental health professional.

Medical plan benefits

and your mental health (continued)

ADDITIONAL MENTAL HEALTH SERVICES

Your health insurance includes coverage for the treatments of certain psychiatric, psychological, and emotional conditions including substance abuse. You can use the Wellmark [Provider Finder](#) tool to start your search for in-network care and services.

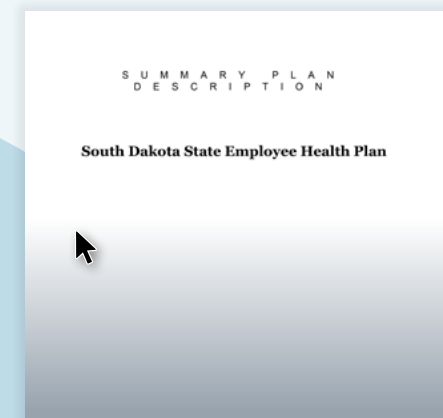
Preapproval for inpatient programs

If an inpatient program is required for your treatment, a licensed practitioner will need to work with Wellmark for preapproval to ensure coverage.



View your
coverage details

See your [Summary Plan Description](#) for full details of covered and non-covered services.



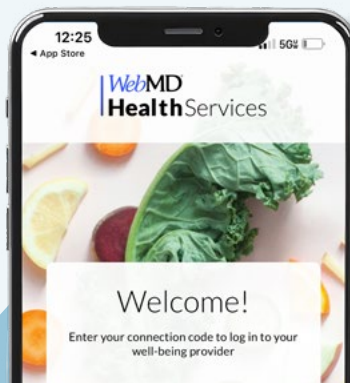
LiveWellSD:

Well-being support for your mental health journey

You're likely already familiar with LiveWellSD and the program's total well-being approach. But did you know there are specific tools and resources within the platform dedicated to supporting your mental health? Log in to access a suite of meaningful mental health content.

EXPLORE CURATED MENTAL HEALTH RESOURCES

- **BeyondWell:** An on-demand podcast series focusing on widely shared emotional experiences, including the common challenges we face with depression, anxiety, and balancing daily stressors.
- **Community chat groups:** Find support, offer encouragement, and work towards goals with your peers.
- **Content hub:** Get articles, videos, and additional resources, all tailored to match your specific health needs and goals.
- **Daily habits:** Take control of your mental health and well-being by setting daily goals and tracking your activities.
- **Lifestyle coaching:** Connect with a health coach via phone or text messaging for additional support in managing day-to-day challenges.



Log in to LiveWellSD

Go to BHR.SD.gov/LiveWellSD to register/login. Spouses need to create their own accounts. After registration, download the WebMD® Wellness at Your Side mobile app. Use connection code: *southdakota*.

Your mental health “decide guide”

When you’re ready to explore specific mental health support services available through your [State of South Dakota benefits](#), use the comparison chart below to better understand costs, coverage, accessibility, and more.

	EMPLOYEES	EMPLOYEES ENROLLED IN STATE OF SOUTH DAKOTA MEDICAL PLANS			
	Employee Assistance Program (EAP)	LiveWellSD platform	Mental health specialist	Primary care provider (PCP)	Doctor On Demand virtual care
Cost	No cost	No cost	Copay/deductible/coinsurance costs may apply depending on your health plan Refer to the Plan Comparison for more specific cost detail		Varies by plan and length of visit; exact cost is shared in-app, before your appointment is confirmed
Coverage	Employees and their dependents, and household members	Employees and spouses	Employees, spouses, and dependents		Employees, spouses, and dependents
Access	In-person and virtual visits, phone, text/chat	Online content platform; phone/text-based coaching options	In person or virtual visits, based on provider		Virtual visits
Availability	24/7	LiveWellSD platform: 24/7 Coaching: By appointment	By appointment		
Services	Counseling; plus, self- or coach-guided program support, multiple self-serve resources	Self- or coach-guided programs; plus, webinars, podcasts, health tracking, and select-serve resources	Capabilities depend on specialist type (see Terms to know for examples)	Medication management Specialist referrals	Talk therapy Medication management

Your support resources



This icon indicates when a resource is available to non-employees – share these marked resources with anyone in need!

We've covered a lot of mental health information within this guide. Use these pages for quick reference of the support resources available to you as a State of South Dakota employee.

STATE OF SOUTH DAKOTA RESOURCES

Employee Assistance Program (EAP)

Get counseling and support for personal or work-related issues.

- 833.955.3403
- [GuidanceResources.com](https://www.guidanceresources.com) and the GuidanceNow mobile app
 - › Web ID: *southdakota*
- [myStrength.com](https://www.mystrength.com) and myStrength mobile app

LiveWellSD

Check out self-serve mental health resources and assessments, digital programs, and leverage tools to improve your well-being.

- BHR.SD.gov/Benefits/LiveWellSD
- Wellness At My Side mobile app
 - Connection code: *southdakota*

Addiction support: myLifeLink®



Take steps toward recovery and set yourself up for success with myLifeLink. This free app provides support through a sober community with virtual meetings and other valuable tools.

- Set goals and track your progress
- Celebrate sobriety milestones
- Access a full library of helpful content

Visit myLifeLinkApp.com to learn more or download the app via the App Store® or Google Play®.

18%
substance use disorders
were found in **18%** of U.S. adults

Source: [2024 State of Mental Health in America report](#)

Your support resources

(continued)

WELLMARK RESOURCES

Mental health care services

Find in-network mental health specialists, primary care providers, and other health services.

- [Wellmark.com/Finder](https://www.wellmark.com/finder)
- 800.524.9242
- Group number: 82975
- SoSD prefix: SDF

Doctor On Demand

Schedule virtual visits with mental health therapists, psychiatrists, and specialists.

- Doctor On Demand allows you to establish a relationship with one care provider (so you can continue your conversation with the same provider throughout your care).
- Visit [DoctorOnDemand.com/Wellmark](https://www.doctorondemand.com/wellmark) to register, and then go to the App Store or Google Play to download the app.

ADDITIONAL RESOURCES

988 Suicide and Crisis Lifeline



Help is just a call, text, or click away – available 24 hours a day, seven days a week, 365 days a year.

- [988lifeline.org](https://www.988lifeline.org)
- Call/text 988

1 in 15
nearly
1 in 15
adults in South Dakota have a
serious mental illness

Terms

to know

Use this glossary to better understand the differences in mental health specialists.

Primary care provider (PCP)

Your primary care provider is the doctor you see regularly to manage your basic health needs, including prescriptions.

Psychiatrist

A psychiatrist prescribes and manages medications that can help treat symptoms of depression, anxiety, and other mental health issues.

Psychologist

A psychologist provides evaluations and talk therapy to help people cope with life and relationship issues, as well as mental health conditions without the ability to prescribe medications.

Counselor

Addressing a specific challenge or behavior, a counselor focuses on helping their patients find practical approaches to managing challenges. Counselors don't prescribe medications or diagnose mental health conditions.

Therapist

A mental health professional trained to help individuals understand and cope with their thoughts, feelings, and behaviors. If needed, therapists may prescribe medications or refer you to another medical professional, depending on their specialty. (Some talk therapists work both in-person and virtually.)



Talk therapy

In this type of mental health support, you have conversations with a trusted provider who can help you overcome negative thoughts, reframe personal challenges, improve relationships, and generally feel better. Psychologists, counselors, social workers (LISW/LCSW), and advanced psychiatric nurses can all provide talk therapy.

Additional mental health resources

Discover more tips and tools to help support you and your family's mental health by reading through the following resource library.



[Have healthier conversations about mental health](#)

[Mental health support and resources](#)

[Tips to find mental health providers](#)

[Caring for your mental health](#)

[Mental health treatment and support services](#)



All resources on this page are shareable.





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