

CALIFORNIA SCHOOLS VEBA (VEBA) MEMBERS

July 4 and 5 - Closed for Independence Day

The VEBA/RPA office and all VEBA Resource Center (VRC) locations will be closed on Thursday, July 4, and Friday, July 5 in observance of Independence Day. To see which live, virtual classes will be offered, check the [class calendar](#), or visit the [video library](#) for classes you can take any time that fits your schedule.

Enhanced umr.com Portal

On **June 24**, UMR launched a revamped site that gives you an intuitive, user-friendly way to access your benefits information. All your favorite features will still be there but will be easier to find and include more functionality. For a quick walkthrough of what to expect from the upgraded member portal, [watch this demo video](#).

NEW: Healthy Life Resources

Healthy Life Resources

VEBA is excited to introduce more added resources available to members, including a new downloadable coming this month, **“Empowered Healthcare: Your Appointment Guide.”** Explore the new [Healthy Life page](#) for resources and support to make living your healthiest life easy and achievable.

Premiering July 10: A Roundtable Discussion - Embracing Health and Mental Well-being with Confidence

Join this panel of medical experts as they delve into topics like health care and communication with your doctors/providers, daily habits for long-term health, mental health strategies, and more! This video will premiere on the [Healthy Life page](#) and [VEBA YouTube](#) channel on July 10.

Download Your Digital ID Card

Electronic versions of ID cards should be available upon enrollment by the carrier. Directions on how to download your digital ID card can be found [here](#).

Item to note: Some carriers no longer offer physical ID cards so your digital ID card will be your main ID card.

JULY 2024



MyVEBA at Your Fingertips!

With access to your personalized benefits information, the MyVEBA app offers easy and on-the-go use. Stay tuned for more information on future updates! Click the links below to download the MyVEBA app today!

[Download for Apple](#)

[Download for Android](#)

Prefer Desktop Access? Visit the MyVEBA Portal.

Visit the updated [MyVEBA online portal](#) from your desktop browser for the same important resources.

Behavioral Health and Mental Well-Being Resources

Quickly get support when you need it. Optum Dedicated Consultants are available to you virtually or onsite at the VEBA Resource Center – Kearny Mesa location. Receive assistance for a variety of issues — from stress and relationship issues to communication strategies and beyond. This is a no-cost service to VEBA beneficiaries only.

Appointments are available:

- In-person at the VRC – Kearny Mesa location
- Virtually by phone or video consultation

To schedule an appointment with an Optum Dedicated Workplace Support Consultant, visit the [Optum Portal](#).

Did you know? You also receive behavioral health benefits through your health plan. These benefits include prevention resources and medical care for more serious behavioral health conditions. To learn more about what VEBA benefits are available to you and your dependents, call VEBA Advocacy at 888-276-0250 or submit a request at vebaonline.com/contact.

Looking for a therapy appointment? Check out these options available:

- Talkspace offers therapy for EAP (Employee Assistance Program) beneficiaries when you need it – no appointment necessary. Connect with a licensed, in-network provider including unlimited text messaging and real-time audio/video appointments.
- To get started, call 888-625-4809 to obtain an authorization code before registering (first visit only), then choose a provider and message anywhere, anytime.
- Appointments are also available to VEBA members through Psych Centers at San Diego (PCSD). Call PCSD at 619-528-4600 ext. 7878 with your authorization code to schedule your appointment.

- Group therapy and personalized therapy telehealth sessions are Optum Emotional Wellbeing Solutions benefits (formerly known as Optum EAP). To get started: Contact Optum at 888-625-4809 to obtain an authorization code.
- Kaiser members: call 833-579-4848 to make an appointment with a mental health professional. No pre-authorization is needed.
- UHC members: call the number for Mental Health on the back of your Benefits ID card.

Important note: If you cannot wait for an appointment with your benefits provider, call the VRC at 619-398-4220 for more information about the VRC-based therapists you can see sooner. In-person and virtual appointments are available.

Online Video Library

Life is busy! If you are unable to make it to an in-person VRC class, the online [video library](#) offers a wide variety of on-demand fitness and wellness classes you can access at your convenience.

VEBA Advocacy

Navigating the healthcare system can be confusing and complicated, but guidance and support is available. The VEBA Advocacy team can help resolve various issues like:

- Scheduling appointments
- Bill payment
- Quality of care
- And more!

Contact the VEBA Advocacy team Monday-Friday from 8 am to 5 pm by calling 888-276-0250 or visit vebaonline.com/contact to submit a request. For Urgent requests, please click the “Urgent” box located on the contact form. Inquiries typically receive a response within one business day of receipt.
