

## **Help is only a phone call away with Real Help Hotline; learn more at June 11 HCM Campus Call** <sup>[1]</sup>

May 22, 2019 by [Employee Services](#) <sup>[2]</sup>

In life, there are highs and lows. Some are big and small. If you reach a point where you're feeling overwhelmed by the stress in your life - whether it's related to finances, relationships or any other issue - there's help through the Real Help hotline.

The Real Help hotline provides all CU employees with access to professional counselors who offer assistance finding wellness and behavioral health resources or immediate crisis counseling via phone. Whether callers are experiencing a serious crisis or just need recommendations for when life gets too stressful, Real Help is here for them. Due to the hotline's extensive footprint, counselors can assist callers with safety, emergency financial and legal resources. It's free, confidential and available 24/7.

"Everything with this service was designed from the start to be convenient and accessible for every employee. While our crisis clinicians and triage specialists are not benefits counselors, they can direct employees to local resources and referrals, and provide in-the-moment, crisis-focused mental health support 24-7," said Josh Larson, MA, LPC, Rocky Mountain Crisis Partner's Clinical Operations and Quality Assurance Specialist.

This past April, the top three reasons people called in with concerns about anxiety, major life stressors and changes in mood. 46% of calls were people calling about themselves. 8% were people calling with concern about others such as a dependent, and 8% wanted to gather more information about available benefits/resources.

The best part: The CU Health Plan's hotline affiliation means counselors can direct callers to services and behavioral health providers covered by CU's health plans. They can recommend CU-affiliated wellness programs that may help employees deal with situations including the Employee Assistance Programs (EAP), Move, Silver Sneakers, and many others.

Any CU employee, regardless of health care coverage, can receive assistance and referrals to the appropriate care. Dependents of those covered can also use the service. They do not have to be covered by a CU Health Plan in a moment of crisis.

"The Real Help Hotline is an initial step toward providing members of the CU community with integrated resources and access to multi-level mental health care," said Gena Trujillo, Assistant Vice President and Operations Officer at CU Health Plan Administration.

### **Learn more and tell employees about this service**

Department HR liaisons are encouraged to promote this resource to employees in their

department. If an employee needs help, the number to call is **(833) 533-CHAT (2428)**.

If you'd like to learn more, join the HCM Community Call from 3-4 p.m. June 11. A representative from the Real Help hotline will provide an overview of the service and answer your questions. Other call topics include the most recent system updates, Employee Services blog highlights, hot topics and HCM features.

To join the call, email [es.campus-outreach@cu.edu](mailto:es.campus-outreach@cu.edu) [3] requesting permission to join. A personal link joining the GoTo Webinar will be sent.

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