

Employee FAQ

What is Unum Behavioral Health?

Unum Behavioral Health is a program to help you achieve better mental health and wellbeing. The program provides personalized support recommendations for reducing stress and increasing productivity based on your individual needs. After completing a short orientation, you will have access to educational content, a wellbeing reflection tool, and a navigator that you can use to get a recommendation for a support or treatment pathway that best suits your needs and helps you meet your behavioral health goals.

The THREE pathways include: a self-guided program that provides support in building an action plan to identify triggers and opportunities for combatting stress, a 1:1 virtual coaching program for stress and resiliency with a certified coach, and a virtual 12-week evidence based clinical program with a licensed therapist. Lessons and practice themes may include, but are not limited to, sleep, nutrition, mindfulness, and resiliency.

When should I choose Unum Behavioral Health before my company's EAP?

Unum's Behavioral Health solution is intended to provide preventative behavioral health support as well as early treatment for stress, burnout, anxiety, and depression. The solution is more comprehensive and much easier to use compared to most EAP mental health support resources. Unum Behavioral Health is able to match you with a therapist within 24 hours, and there's no authorization process required of you to get started. For caregiving, family, or financial needs, we recommend engaging with your EAP or an appropriate provider of your choice.

Is the program required?

Companies that have launched the platform have an average of 70% of employee engagement. It is not required but we expect it to be a very popular benefit offering. CAPTRUST has invested in Unum Behavioral Health for the health and wellbeing of you and your colleagues. The program begins with a 20-minute orientation where you will learn how behavioral health challenges affect all of us in the workplace and will be introduced to the resources provided to you as part of this solution. Once you complete the orientation, the rest of the portal will be unlocked, and you will be free to go on and engage with the resources that you find helpful. This solution includes content and programs relevant to everyone (even those who are mentally healthy), and we highly recommend you follow your path to achieve better mental wellbeing!



Where do I access the solution?

You should access the Unum Behavioral Health portal on a computer browser for orientation, self-guided activities, and to setup coaching sessions. The 12-week therapy program is conducted via Unum's treatment provider Meru's smartphone app.

Is my information and activity on the solution kept private?

Unum takes your privacy seriously. Your personal information stays in the Unum Behavioral Health platform. Unum will only share information about your health if you give them permission to or in certain limited circumstances where they may be required to by law. Unum may share aggregate, anonymized data with third parties such as your employer. This means Unum combines your data with that of other users and strips it of any personal details to make it anonymous. For more, check out the Privacy Policy.

Do you share anything with my Primary Care Provider (PCP)?

Reports and updates for therapy-based treatment can be shared with your PCP with your prior consent.

Are there any trainings I need to attend?

There is no training needed. Everything you need to know is covered during the orientation when you sign up.

Can my family members use Unum Behavioral Health?

Yes, adult dependents are eligible to participate. This includes your spouse and adult children aged 18-26 years old.

**At this time Unum Behavioral Health does not support users under the age of 18.*

To add an eligible dependent, visit your Unum Behavioral Health profile page and select "Invite Dependents." They will receive a welcome email inviting them to register within 24 hours.

Do you have technical or program support available if I have questions?

Yes, if you need help, please email BHUserSupport@unum.com for assistance.