

Branding Refresh — Our New Look & Feel

You may notice, we look a little different! We are thrilled to announce a refreshed branding that honors the strength and unity of the community we've built together over the past three decades. While our looks may have evolved, our commitment to serving our member community remains at the heart of everything we do.

This new visual identity is more than just a change in appearance; it's a celebration of our ongoing evolution together and a reminder that everything we do is rooted in our members.

Thank you for being an integral part of California Schools VEBA. We are excited to continue to serve and support your needs with the same dedication and passion.

New Year, New Health Plan: How to Maximize Your Benefits

Now that the new year is here, it's time to make sure you're fully set up to take advantage of your health benefits. Avoid gaps in care, reduce out-of-pocket costs, and ensure you're getting the most from your plan with these actionable steps:

- **Review Your Plan Documents:** The 2025 Summary of Benefits (SOB) and Summary Plan Designs (SPD) are available on your [MyVEBA portal](#). These documents explain what your health plan covers and any updates for the new year. Reviewing them now can help you stay informed and prepared.
 - **Download Your Digital ID Card:** Did you know VEBA plan carriers no longer provide physical ID cards unless requested? Stay ready for your next appointment by downloading your digital ID card today. This simple step ensures you have quick, seamless access to your benefits wherever you go. [Learn how to download your ID card here.](#)
 - **Connect with Your Primary Care Provider (PCP):** Start the year strong by choosing or reconnecting with a PCP who aligns with your health goals. Scheduling a check-in now can help you stay on track and avoid delays in care. [Read more for tips on navigating your health plan and starting the year off right.](#)
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New: Whole Health Coaching Program

Looking for support in building healthy habits and managing life's challenges? We're excited to introduce our Whole Health Coaching program to help you take charge of your wellness journey. Whether you're managing stress, navigating personal goals, or seeking better balance, our expert coaches provide personalized guidance tailored to your needs.

With Whole Health Coaching, you can:

- Develop actionable goals that align with your health priorities.
- Learn techniques to manage stress and improve resilience.
- Build a sustainable wellness routine that fits your lifestyle.

[Learn More](#)

New Session Starting Soon: Navigating Life Transitions

Just like the seasons change, life does too. Whether it's a new job, personal shift, or other change, you don't have to navigate it alone. Our Navigating Life Transitions program offers tools and support to help you manage change with confidence.

- Weekly In-Person and Virtual options starting January 15.
- Take actionable steps to regain clarity.
- Learn stress management techniques for balance.
- Build resilience to embrace life's changes.

[Register Now](#)

Mental Well-Being Benefits & Programs

For general benefits eligibility and enrollment questions or help finding a mental health professional in your health plan benefit network, contact the VEBA Advocacy Team at vebaonline.com/contact or call [888-276-0250](tel:888-276-0250).

Optum Emotional Wellbeing Solutions (EWS)

In partnership with Optum Emotional Wellbeing Solutions (EWS) (formerly Optum EAP), Dedicated Consultants are available virtually and at the VEBA Resource Center (VRC) – Kearny Mesa.

Get support with issues like stress, relationship conflicts, work-life balance, communication strategies, and beyond. To learn more, [watch this video](#) or visit <https://bit.ly/optumvrc> to make an account and schedule an appointment.

Available for VEBA members and their dependents age 18+.

Visit liveandworkwell.com (access code: VEBA) for additional Optum EWS resources.

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

- **VEBA Therapy:** Short-term support for mental health needs is also available through the VRC. A lifeline to you during moments of urgency, a licensed therapist at the VRC may serve as your bridge between the professional care you need now, and the care provided by your health plan benefits. Therapy appointments are available virtually and in-person at the VRC - Kearny Mesa location.
 - Schedule a consultation with a [VEBA Care Navigator](#)—a critical care and holistic Registered Nurse. To schedule a Care Navigation appointment, call [619-398-4220](tel:619-398-4220) or [book an appointment here](#). The Care Navigator will assist you with scheduling your therapy appointment.
 - **Kaiser Members:** For care or treatment of a mental health concern, call Kaiser Permanente at [800-464-4000](tel:800-464-4000) (8 am to 5:30 pm, Monday – Friday). No referral needed.
 - **UHC Members:** Sign in to your member account or call the number on your member ID card to determine eligibility for specific mental health care services.
 - **Optum Members:** Request a telehealth individual or group therapy appointment through Mindpath Health (formerly Psychiatric Centers at San Diego). Here's how to access this benefit:
 - Get an authorization code: Call Optum at [888-625-4809](tel:888-625-4809).
 - Schedule your appointment: Call [619-528-4600](tel:619-528-4600) with your authorization code.
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January 2025

CALIFORNIA SCHOOLS
VEBA YOUR HEALTH,
OUR PURPOSE

Important Reminder: Add New Email Domain

As a reminder, we've updated our email domain to info@email.vebaonline.com. Please add this email to your contacts or mark us as a safe sender to ensure you continue receiving important updates from VEBA.

Important: Email address changes must be made by your Benefits Administrator in ARESOnline.

VEBA Advocacy

The start of a new year is the perfect time to set yourself up for success, and the VEBA Advocacy Team is here to support you every step of the way. Whether you're facing delays in scheduling appointments, need help navigating your health plan, or have questions about your care options, we'll work directly with you and your carrier to ensure you get the care you need when you need it.

With VEBA Advocacy, you can navigate your health plan with confidence—any time of the year, because when health happens, we're here to help.

Call the VEBA Advocacy team Monday-Friday from 8 am to 5 pm at [888-276-0250](tel:888-276-0250) or visit vebaonline.com/contact to submit a request.

Important note: For urgent requests, please click the "Urgent" box located on the contact form. Inquiries typically receive a response within one business day of receipt.

Stay Connected on Social Media

Follow us on social media to stay connected with your VEBA community! Discover upcoming events, gain expert tips, and learn about the latest news. Share your experiences with VEBA resources or benefits by tagging us in your posts.

[Facebook](#)

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