

OCTOBER 2024



CALIFORNIA SCHOOLS VEBA (VEBA) MEMBERS

Important: Save Our New Email to Your Contacts

We've updated our email domain! To ensure you continue receiving important updates from VEBA, please add info@email.vebaonline.com to your contacts or mark us as a safe sender. This will help us stay connected and ensure our communications reach your inbox.

Open Enrollment is Here!

NEW: Your Open Enrollment Guide

Open Enrollment is here! This is your opportunity to secure the coverage that best supports your needs. We're excited to launch some new resources to help you ensure you have the information needed to make the best choices for your health care coverage in the year ahead.

Where do you start?

Before you evaluate your available plan options, an important first step is to review your current health plan and consider your care experience over the past year. Did your plan meet your needs? Were you able to access care when you needed it? Were your specialists covered?

Just a few minutes of quick consideration can help you decide if it's still a good fit for you.

Check out the [Health Care 101 Blog Series](#) for a breakdown of coverage options, key documents, and essential terms—complete with definitions and examples to help you make informed decisions.

Questions about your coverage? Your Benefits Administrator is a great resource. The VEBA Advocacy Team is also here to help you navigate the healthcare system—whether it's accessing care, issues with referrals and prior authorizations, or getting the most from your VEBA benefits for you and your family. Call [888-276-0250](tel:888-276-0250) or visit vebaonline.com/contact to contact the VEBA Advocacy Team.

Review Your Health Plan

Easily review your current health plan information on the MyVEBA app or portal.

[Download for Apple](#)

[Download for Android](#)

Prefer desktop access? Visit the updated [MyVEBA online portal](#) from your desktop browser.

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2024 Health Fairs

VEBA and UnitedHealthcare are partnering to bring Health Fairs to a school district or VEBA Resource Center near you! VEBA members and dependents ages 18+ are invited to join any event for free health screenings and services, food, giveaways, and raffle prizes! For event details, visit vebaresourcecenter.com/calendar/events.

Download Your Digital ID Card

Let's get digital! The rumors are true, VEBA plan carriers are no longer providing physical ID cards (unless you request them). Learn how to download your ID card [here](#).

Your Mental Health Comes First

Discover the remarkable stress-reducing benefits of self-regulation with our newly updated Mental Well-Being Toolkit. Explore the calendar of daily self-regulation activities and techniques, accompanied by supporting videos and resources, to cultivate a sense of calm, reduce stress, and improve your emotional balance. By dedicating just five minutes a day to self-care, you will notice a profound difference in your mood, mindset, and overall health!

[Download the Toolkit](#)

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 [833-579-4848](tel:833-579-4848) (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.

VEBA Advocacy

If you’re having difficulty getting the care you need—whether it’s trouble scheduling timely appointments with your provider or navigating your health plan’s options—the VEBA Advocacy Team is here to help. We work with you and your carrier to resolve delays and ensure you can see the right doctors at the right time.

Our goal is to help you overcome barriers to care, so you can focus on your health and well-being.

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.

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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.

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