

# Internal Mental Health Resources

## Where to go at USC for mental health services.

### Counseling at USC

#### USC WorkWell Center

Provides up to five sessions of confidential, brief, solution-focused counseling for personal and work-related concerns offered by licensed clinicians. Sessions are available at no cost to USC benefits-eligible faculty and staff. WorkWell assists employees navigating health plans for long-term therapy. Managers and HR Partners can also call for a consult on how to refer an employee.

Call 213-821-0800 from 9 a.m. to 5 p.m., email [workwell@usc.edu](mailto:workwell@usc.edu) or fill out the contact page at [workwell.usc.edu/contact/](http://workwell.usc.edu/contact/).

#### TELUS Health

Provides up to five free sessions of confidential counseling and after-hours crisis hotline. Website also offers self-service, digital resources, and is updated frequently.

Connect to TELUS Health:

1. Online: Go to [one.telushealth.com](http://one.telushealth.com) and enter username "USC" and password "workwell"
2. By mobile app: Download the "TELUS Health One" app on [Apple App Store](#) or [Google Play](#).
3. By phone: Call TELUS Health, toll-free, 24/7 at 855-399-7353

### USC Health Plan Resources

In addition to plan benefits, each medical plan has additional resources and programs to assist with mental health needs:

#### **USC PPO, EPO, and EPO Plus Plan members**

- Provides 25 free sessions each for members and their dependents with [Lyra Health](#). Access licensed clinical therapists and mental health coaches by visiting [usc.lyrahealth.com](http://usc.lyrahealth.com), emailing [care@lyrahealth.com](mailto:care@lyrahealth.com), or calling 844-495-7094.
- For questions on medical and mental health provider options, or how to determine potential costs, contact USC Health Plans at 213-740-0035 or [healthplans@usc.edu](mailto:healthplans@usc.edu).

#### **Anthem HMO Plan members**

- Provides counseling and crisis management through Anthem's [Employee Assistance Program](#). For more information call 800-999-7222, or go to [anthemEAP.com](http://anthemEAP.com) and enter your company code: Anthem California.
- Visit Anthem's [health guide](#) for additional information or finding care.

#### **Kaiser HMO Plan members**

- Provides [mental health and wellness support](#). For 24/7 crisis intervention and urgent mental health advice, please call Behavioral Health Care Helpline: 1-800-900-3277 (TTY 711). For concerns about mental health or substance use services, call 1-800-390-3503.
- Get 24/7 emotional support with the [Headspace Care app](#) or call for a [mental health appointment](#).

### Other Campus Resources

- [Keck Medicine of USC Care for the Caregiver](#)
- [USC Campus Support & Intervention](#)
- [USC Office of the Ombuds](#)
- [Office of Religious and Spiritual Life](#)
- [Mindful USC](#)

If you or someone you know is experiencing a medical or mental health emergency, please call 911 or go to your nearest emergency room.

