

FAQs

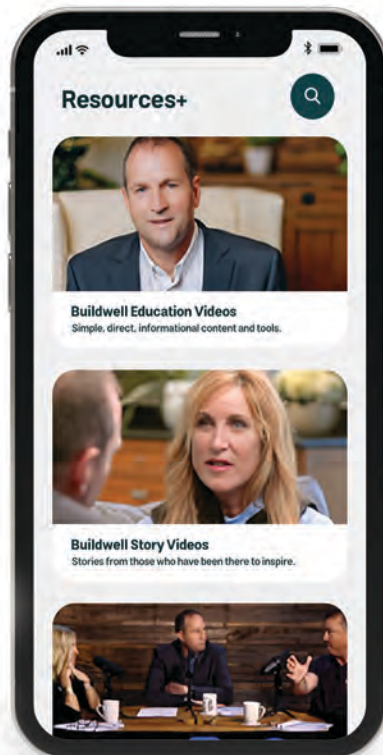
for Employees



How does BuildWell Health Work?

A: BuildWell Health is a confidential and evidence-based virtual program for stress management, substance use, and suicide prevention and intervention. The program focuses on harm reduction and behavioral modification to encourage individuals to take the first steps toward wellness and recovery.

BuildWell Health provides a safe space for everyone in need of care. We provide insight into behaviors and assist in taking the first steps towards wellness and recovery. The program introduces a three-tiered care journey, including:



Online Learning.

Our video library, available through the YouTurn website, has over 300 lessons offering insights on mental health, stress management, substance use, and suicide from real people who have been on their own journey. Think of it as Netflix for wellness and recovery.

Peer Coaching Support Phone Line.

Call line staff provides confidential support for your questions on mental health and can direct you to additional guidance if needed. Call **1-844-968-8876** to get started. Available from 10am-12am ET daily.

Family Support.

Recovery is easier when you have support, so your family members have access to our online video library and peer coaching support line at no extra cost.

Q Does the family have to be on the plan?

A: No, the family does not have to be on the plan to leverage BuildWell Health, but family is welcome, encouraged, and served at no cost.

Q What are the modes of communication BuildWell Health uses to support participants?

A: We use virtual platforms like our website as well as phone calls.

Q How long is the program?

A: There is no timeline. Every journey is unique, and each BuildWell Health participant has his or her own individual journey and goals to focus on. So instead, participants work to build a mindset where they are engaged in their families and communities on their way to wellness and recovery.

Q Are there location limitations (is it only available to people living in certain states, etc)?

A: No location limitations. We can coach anyone anywhere.

Q What can I expect from the program?

A: BuildWell Health offers a new way to help people by making support for stress, mental health, and substance use more manageable, welcoming, and attainable. Our goal is to meet you wherever you are in your journey and help you make positive steps toward the goals you have for yourself. This methodology guides better outcomes, giving people a renewed perspective and improved quality of life.

Q What is the difference between addiction and substance use disorder?

A: BuildWell Health offers a new way to help people by making support for stress, mental health, and substance use more manageable, welcoming, and attainable. Our goal is to meet you wherever you are in your journey and help you make positive steps toward the goals you have for yourself. This methodology guides better outcomes, giving people a renewed perspective and improved quality of life.

Q**Can BuildWell Health provide referrals to additional in-network services?**

A: Yes, BuildWell Health focuses on connecting participants to appropriate care to optimize their outcomes and integrates with your employer's vendor partners. Peer coaches are trained to provide personalized support, part of which will explain other appropriate benefits and community resources available to the participant and coordinate referrals.

Q**What's the difference between a peer coach and a therapist?**

A: A therapist helps individuals heal their past and present mental health difficulties and process and manage a diagnosis. BuildWell Health peer coaches are specially trained to keep people engaged, and they are primarily focused on engaging with people who don't want to be engaged. The coaches are a vital aspect of the wellness and recovery journey for participants and their families.

For example, one BuildWell Health member started to disengage from the program when his peer coach noticed a guitar in the background during a virtual session. The coach asked if the participant played, but he admitted he wanted to but never got around to learning. The peer coach said he played and was happy to give him free lessons. And just like that, the member re-engaged, and guitar lessons became part of his recovery journey. That is the kind of compassionate, individualized support BuildWell Health delivers.

Q**How many hours of training do the coaches receive?**

A: Coaches receive 96 total hours of training to start:

- 46 hours for the base Certified Peer Support Specialist credential. This curriculum was developed by folks at Medicaid and is the standard Peer Support curriculum.
- 30 hours for the BuildWell Health Assertive Community Engagement certification.
- 20 hours for family recovery coach certification (all coaches complete this).
- Coaches also receive 20 hours of continuing education each year.

Q**How are the coaches certified? What are the certifications for the coaches?**

A: Coaches are certified through the state drug and alcohol commission certification board in their home state. The certifications are named differently in each state. Pennsylvania, for example, calls it Certified Recovery Specialist (CRS); South Carolina calls it Certified Peer Support Specialist (CPSS). Most of the BuildWell Health coaches reside in South Carolina and therefore hold the CPSS credential. In addition to the state credential, we ask our coaches to pursue national certification through the National Association of Alcohol and Drug Abuse Counselors (NAADAC). This certification is called a Nationally Certified Peer Support Specialist (NCPSS).

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If coaches meet with patients through a virtual platform and telephonically on scheduled times, what about support for someone in crisis mode?

Do patients and family have access to coaches on a 24/7 basis?

A: Coaches are not available 24 hours a day. The coach often takes calls late into the evening, but BuildWell Health is not a 24-hour crisis line.

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Is the coach that works with the individual the same one that works with the family?

A: No, family members will be coached by individuals who have similar experiences. They too have had a loved one who struggled with substance use disorder or mental health issues.

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Does BuildWell Health coach adolescents and work with eating disorders?

A: Yes.



Learn More About Buildwell Health



SCAN ME!

Get Started with Buildwell Health Today

Your Personal Registration Code:

For More Information

Call 864-764-8504

Available 10am-12am ET every day

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