

Know where to go for support when you need it

Life is not always easy. Your U.S. Bank benefits include many resources to support your mental, emotional and behavioral wellbeing. **It's healthy to ask for help.**

Confidential, accessible resources to help you feel better, live better and be better

	U.S. Bank Employee Assistance Program (EAP)	Calm and Calm Health	Behavioral health in-person and virtual visits	Talkspace	Substance Use Disorder Helpline	2nd.MD
Services and eligibility	<ul style="list-style-type: none"> • Provided by Optum® and available to U.S.-based U.S. Bank employees and household members • Support for short-term needs • Individual in-person or virtual sessions with a counselor – up to 8 sessions per issue, per person, per calendar year • Up to 8 Virtual Behavioral Coaching sessions from AbleTo® per person, per calendar year – plus 24-hour access to digital tools • 24-hour access to liveandworkwell.com offering interactive tools and resources 	<ul style="list-style-type: none"> • Calm is available to all U.S. Bank employees and household members; Calm Health is available to members of a U.S. Bank UnitedHealthcare medical plan • Tools to help build resilience, get better sleep and feel more present in your life • Meditations, breathing exercises, Sleep Stories, daily tips and more • Calm Health also offers mental health screenings, evidence-based learning and referral pathways 	<ul style="list-style-type: none"> • Available to members of a U.S. Bank UnitedHealthcare medical plan • Longer-term in-person counseling and support • Some services may require authorization for coverage; call UnitedHealthcare for more information 	<ul style="list-style-type: none"> • Available to U.S.-based U.S. Bank employees and household members • Provider group that offers virtual sessions for behavioral health support from licensed clinicians and master's-level providers 	<ul style="list-style-type: none"> • Available to members of a U.S. Bank UnitedHealthcare medical plan • 24/7 access to substance use recovery advocates who will listen, provide support and help develop personalized recovery plans • Support for opioid use, including evaluation and help finding a medication-assisted treatment option 	<ul style="list-style-type: none"> • Available to members of a U.S. Bank UnitedHealthcare medical plan • Virtual second-opinion consultations via phone or video chat with the country's leading mental health specialists – including psychiatrists and psychologists – regarding a diagnosis, treatment plan and/or prescribed medication(s) for mental/behavioral health conditions
Examples of when to use	<ul style="list-style-type: none"> • Anxiety and depression • Parenting and family issues • Relationship problems • Workplace changes • Living with chronic conditions • Substance use • Childcare and eldercare support 	<ul style="list-style-type: none"> • Stress • Anxiety • Depression • Sleep issues 	<ul style="list-style-type: none"> • Clinical depression • Bipolar disorder • Alcohol or drug abuse • Domestic violence • Eating disorders • Compulsive disorders • Medication management 	<ul style="list-style-type: none"> • Anxiety • Depression • PTSD (post-traumatic stress disorder) • Compulsive disorders • Issues related to LGBTQ+ • ADD/ADHD 	<ul style="list-style-type: none"> • Excessive and compulsive use of alcohol or any drugs 	<ul style="list-style-type: none"> • Depression • Bipolar disorder • Autism or developmental disorders • Anxiety

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	U.S. Bank Employee Assistance Program (EAP)	Calm and Calm Health	Behavioral health in-person and virtual visits	Talkspace	Substance Use Disorder Helpline	2nd.MD
Costs	No additional cost	No additional cost	Costs are based on the mental health benefit for the medical plan in which you're enrolled. Please call UnitedHealthcare for assistance.	No additional cost when using an EAP authorization code for up to 8 sessions per issue, per person, per calendar year. If you're enrolled in a U.S. Bank UnitedHealthcare medical plan and receive additional sessions after the initial 8, costs are based on the mental health benefit for your medical plan. Please call UnitedHealthcare for assistance.	No additional cost	No additional cost
Access/Connect	<ul style="list-style-type: none"> Call Optum EAP at 1-877-855-1336 Sign in to liveandworkwell.com and enter access code USBANK 	<p>Access either app through liveandworkwell.com/calm. Enter access code USBANK, then:</p> <ul style="list-style-type: none"> Choose UnitedHealthcare insurance for Calm Health through insurance, or Choose Other for Calm through EAP 	<ul style="list-style-type: none"> Call UnitedHealthcare at 1-800-358-0114 Log on to myuhc.com® and select Find Care & Costs > Behavioral care providers 	<ul style="list-style-type: none"> Call your EAP at 1-877-855-1336 to obtain an authorization code, then visit talkspace.com/connect to register. For the best experience, use Chrome and have your EAP authorization code and/or medical ID card handy. 	<ul style="list-style-type: none"> Call 1-855-780-5955 	<ul style="list-style-type: none"> Call 1-866-269-3534 Visit 2nd.md/usbank or download the 2nd.MD app



Not sure where to start? Call an advocate at 1-800-358-0114 for guidance.



Information provided is of a general nature. It is not meant to replace professional advice or care or imply coverage of specific clinical services or products. Certain limitations on visits and/or treatments may exist. Check your specific benefit plan for details. Virtual visits are not an insurance product, health care provider or health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Certain prescriptions may not be available, and other restrictions may apply. Data rates may apply. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

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