



Are you masking your
mental health?

**Mental Health
Resource Guide**

Table of contents

How to use this guide3

Your Employee Assistance Program (EAP)4

Medical plan benefits and your mental health5

LiveWellSD.....9

Your mental health “decide guide”10

Your support resources.....11

Terms to know13

Additional mental health resources.....14



Unmasking your mental health

What’s more difficult than struggling with mental health? Pretending everything is fine. Just as physical health fluctuates over time, mental health can also experience highs and lows. And while masking our true feelings during difficult days may seem easier – it can lead to bigger issues, and even chronic health concerns.

Your mental health comes first

The State of South Dakota is committed to supporting the health and well-being of all employees. Here are three things we want our people and their families to know:

- 1 Your mental well-being matters.
- 2 Everyone needs a little extra support at times.
- 3 **You have resources to help should you need them.**

23%
of adults experienced a
mental illness in the past year

Source: [The State of Mental Health in America, 2024 | Mental Health America](#)

How to use this guide

Everyone deserves to feel good physically and mentally, and it's important to look out for one another. Taking care of your mental health is also key to maintaining a healthy mind and body.

In this guide you'll find helpful support and treatment resources — including how to access [LiveWellSD](#) and the [Employee Assistance Program \(EAP\)](#); your benefits through [Wellmark](#)[®] [Blue Cross](#)[®] and [Blue Shield](#)[®], [Doctor On Demand](#)[®] by Included Health; and [additional mental health resources](#).

55%
of U.S. adults with a mental illness
received no treatment

Source: [The State of Mental Health in America, 2023](#) | Mental Health America

Spread
mental health
awareness



Always prioritize your
mental health and tell
others to do the same!



Your Employee Assistance Program (EAP)

Administered by Lyra Health®

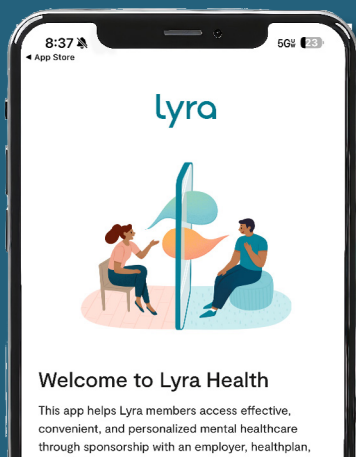
Access your EAP benefits

1

Visit SD.LyraHealth.com
or call for 24/7 support:
833.872.0201

2

Use the Lyra Health app
available from the [App Store](#)® or [Google Play](#)®



The EAP offers no-cost care to State of South Dakota benefits-eligible employees, dependents and household members (including spouses, children and teens) for topics related to mental health and personal well-being. Services range from free counseling and self-guided tools to virtual and in-person care:



Get six no-cost counseling sessions each benefit year, from July 1 through June 30.



Receive tailored support with tools and exercises to de-stress, improve sleep and more.



Connect with professionals including registered coaches and therapists.



Access care anytime, anywhere by scheduling in-person or virtual appointments through Lyra's mobile app.

Services are available 24/7 and are completely confidential. Whether you need short-term counseling from a trained clinician, professional advice for legal and financial issues, or tools and resources to improve your work-life balance, your EAP is here to help.

Medical plan benefits

and your mental health

Administered by Wellmark Blue Cross and Blue Shield

If you're enrolled in one of the State of South Dakota's medical plans and want to access covered mental health support, speaking with your primary care provider (PCP) is a good first step to learn about your options.

MAKE AN APPOINTMENT WITH YOUR PCP

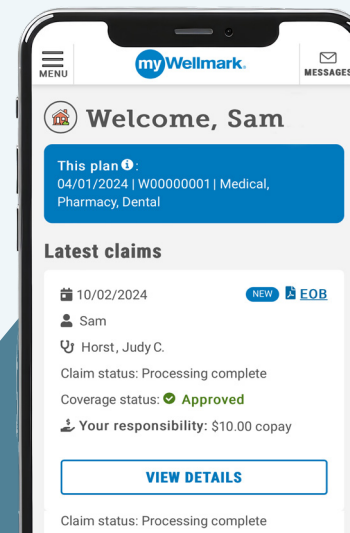
Most PCPs will inquire about your mental health during an annual wellness exam, but you can also make an appointment anytime. Be open and honest when they ask how you've been. If you're feeling anxious, sad, or are experiencing a loss of interest in things you once enjoyed — **tell them.**

Starting the conversation ...

You can prepare to talk with your PCP about your mental health concerns by bringing a few notes, such as:

- Your mental health history (with medications)
- Any physical or emotional symptoms
- Recent life changes (i.e., new baby or job, divorce, etc.)
- Persistent, negative thoughts

TIP: Feeling nervous? Bring a friend or family member for support.



Download
myWellmark[®]

Use the [myWellmark](#) mobile app to access your medical insurance information on-the-go.

Medical plan benefits

and your mental health (continued)

MENTAL HEALTH CASE MANAGEMENT SERVICES

Medical plan members have behind-the-scenes support through the Wellmark Mental Health Case Management team. This is a confidential, free service meant to fill gaps in care and help you live your best life.

Services include:

- Working to help you better understand your condition and needs.
- Helping you navigate the health care system.
- Providing additional resources and education.

Take a confidential screening

Assess and self-identify symptoms with the help of myWellmark. Start your confidential screening by following these steps:

- 1 Register/log in to [myWellmark](#).
- 2 Select the *Well-being* tab.
- 3 Scroll down to the *Mental Health Case Management* section and select one of the screening options.
- 4 A case manager will contact you with resources based on your answers.

CONTACT A CASE MANAGER

Call **800.410.4134** to speak with a case manager and get additional support.



Medical plan benefits

and your mental health (continued)

VIRTUAL TALK THERAPY AND PSYCHIATRY

Employees and family members covered by the State of South Dakota's medical plan can quickly schedule virtual talk therapy and consultations with mental health professionals through Doctor On Demand. You will be able to establish an ongoing relationship with the same licensed psychologist and/or psychiatrist for a more effective and comprehensive treatment plan.

Virtual visits take place wherever you are, via your smartphone or tablet. It's easy, confidential, and covered by your health benefits. Diverse specialties include:



dr. on demand
by Included Health



Anxiety



Depression



Relationship issues



PTSD and trauma



Stress

Schedule your first appointment!

Visit DoctorOnDemand.com/Wellmark to register, then download the app to connect with a mental health professional.

Medical plan benefits

and your mental health (continued)

ADDITIONAL MENTAL HEALTH SERVICES

Your health insurance includes coverage for the treatments of certain psychiatric, psychological, and emotional conditions including substance abuse. You can use the Wellmark [Provider Finder](#) tool to start your search for in-network care and services.

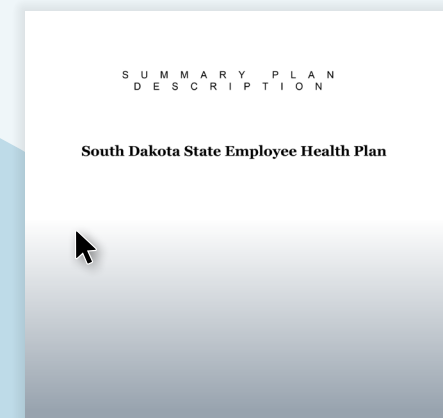
Preapproval for inpatient programs

If an inpatient program is required for your treatment, a licensed practitioner will need to work with Wellmark for preapproval to ensure coverage.



View your
coverage details

See your [Summary Plan Description](#) for full details of covered and non-covered services.



LiveWellSD:

Well-being support for your mental health journey

You're likely already familiar with LiveWellSD and the program's total well-being approach. But did you know there are specific tools and content dedicated to supporting your mental health? Log in to access a suite of meaningful mental health content.

EXPLORE CURATED MENTAL HEALTH RESOURCES

- **Benefits Hub:** The one-stop shop for all of your benefits resources.
- **Health coaching:** Health coaching is offered through Marquee Health and is free, confidential and easy to access anytime, from anywhere. Connect with certified coaches for help with stress management and more.
- **Podcasts:** Listen to a variety of podcasts focusing on ways to improve your well-being through sleep, building inner strength and more.
- **Articles:** Get dedicated content on health- and wellness-related topics unique to your personal goals.
- **Mindful Moment Series:** Watch an on-demand video series and participate in day-to-day challenges focusing on breathing techniques to relax your body and mind.

Log in to
LiveWellSD

Go to LiveWellSD.SD.gov to register/log in.
Spouses will need to create their own accounts.



Your mental health “decide guide”

When you’re ready to explore specific mental health support services available through your [State of South Dakota benefits](#), use the comparison chart below to better understand costs, coverage, accessibility and more.

	EMPLOYEES	EMPLOYEES ENROLLED IN STATE OF SOUTH DAKOTA MEDICAL PLANS			
	Employee Assistance Program (EAP)	LiveWellSD platform	Mental health specialist	Primary care provider (PCP)	Doctor On Demand virtual care
Cost	No cost	No cost	Copay/deductible/coinsurance costs may apply depending on your health plan Refer to the Plan Comparison for more specific cost detail		Varies by plan and length of visit; exact cost is shared in-app before your appointment is confirmed
Coverage	Benefit-eligible employees, spouses, dependents and household members	Employees and spouses enrolled in the health plan, and benefit-eligible employees who are not enrolled in the health plan	Employees, spouses and dependents		Employees, spouses and dependents
Access	In-person and virtual visits	Online content platform; phone and email-based health coaching	In person or virtual visits, based on provider		Virtual visits
Availability	24/7	LiveWellSD platform and health coaching from Marquee Health	By appointment		
Services	Support and counseling from certified coaches and therapists; self-guided support programs; self-serve tools	Support from certified health coaches; self-serve content	Capabilities depend on specialist type (see Terms to know for examples)	Medication management Specialist referrals	Talk therapy Medication management

Your support resources

As a State of South Dakota employee, you and your family members have access to these essential mental health resources. Use this page as a quick reference for how to access support whenever it's needed.

STATE OF SOUTH DAKOTA RESOURCES

Employee Assistance Program (EAP)

Get counseling and support for personal or work-related issues. Administered by Lyra Health.

- **Log in or register at** SD.LyraHealth.com
- **Call for 24/7 support:** 833.872.0201
- **Use the Lyra Health app** available on the [App Store](#) or [Google Play](#)

LiveWellSD

Check out self-serve mental health content and resources including health coaching through Marquee Health.

- **Log in or register at** LiveWellSD.SD.gov

18%
substance use disorders
were found in **18%** of U.S. adults

Your support resources

(continued)



This icon indicates when a resource is available to non-employees – share these marked resources with anyone in need!

WELLMARK RESOURCES

Mental health care services

Find in-network mental health specialists, primary care providers, and other health services.

- [Wellmark.com/finder](https://www.wellmark.com/finder)
- 800.524.9242
- Group number: 82975
- SoSD prefix: SDF

Doctor On Demand

Schedule virtual visits with mental health therapists, psychiatrists, and specialists.

- Doctor On Demand allows you to establish a relationship with one care provider (so you can continue your conversation with the same provider throughout your care).
- Visit [DoctorOnDemand.com/Wellmark](https://www.doctorondemand.com/wellmark) to register, and then go to the App Store or Google Play to download the app.

ADDITIONAL RESOURCES

988 Suicide and Crisis Lifeline



Help is just a call, text or click away – available 24 hours a day, seven days a week, 365 days a year.

- [988lifeline.org](https://www.988lifeline.org)
- Call/text 988

1 in 15
nearly
1 in 15
adults in South Dakota have a
serious mental illness

Terms to know

Use this glossary to better understand the differences in mental health specialists.

Primary care provider (PCP)

Your primary care provider is the doctor you see regularly to manage your basic health needs, including prescriptions.

Psychiatrist

A psychiatrist prescribes and manages medications that can help treat symptoms of depression, anxiety, and other mental health issues.

Psychologist

A psychologist provides evaluations and talk therapy to help people cope with life and relationship issues, as well as mental health conditions without the ability to prescribe medications.

Counselor

Addressing a specific challenge or behavior, a counselor focuses on helping their patients find practical approaches to managing challenges. Counselors don't prescribe medications or diagnose mental health conditions.

Therapist

A mental health professional trained to help individuals understand and cope with their thoughts, feelings, and behaviors. If needed, therapists may prescribe medications or refer you to another medical professional, depending on their specialty. (Some talk therapists work both in-person and virtually.)



Talk therapy

In this type of mental health support, you have conversations with a trusted provider who can help you overcome negative thoughts, reframe personal challenges, improve relationships, and generally feel better. Psychologists, counselors, social workers (LISW/LCSW), and advanced psychiatric nurses can all provide talk therapy.

Additional mental health resources

Discover more tips and tools to help support you and your family's mental health by reading through the following resource library.



[Have healthier conversations about mental health](#)

[Mental health support and resources](#)

[Tips to find mental health providers](#)

[Caring for your mental health](#)

[Mental health treatment and support services](#)



All resources on this page are shareable.





Wellmark Blue Cross and Blue Shield of South Dakota is an independent licensee of the Blue Cross and Blue Shield Association. Blue Cross®, Blue Shield® and the Cross and Shield symbols are registered marks and Blue™ Magazine is a service mark of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans. Wellmark® and myWellmark® are registered marks of Wellmark, Inc. App Store® is a registered mark of Apple, Inc., registered in the U.S. other countries. Doctor On Demand® is a registered mark of Included Health, Inc. Doctor On Demand is a separate company providing an online telehealth solution for Wellmark members. Google Play™ and the Google Play logo are trademarks of Google LLC. Lyra Health® is a registered mark of Lyra Health, Inc. myLifeLink® is a registered mark of MyLifeLink, LLC. Lyra Health, Marquee Health and MyLifeLink are separate companies that do not provide Blue Cross and Blue Shield products or services.