



Mental Health Resources



As a Ben E. Keith employee, you have access to caring, knowledgeable specialists who can provide the kind of support you need to live the kind of life you want and deserve.

If you or someone you know needs support now, call or text the suicide & crisis helpline at 988 or chat at 988lifeline.org/chat or dial 911

Counseling Services				
Program	Eligibility	Services	Cost	How to Access
Guidance Resources	Anyone	Receive 6 free counseling sessions per year, per event on relationship and family issues, stress, anxiety, depression, grief, loss, and substance abuse.	No Cost	guidanceresources.com use Organization Web ID BEK, or download the Guidance Now app or call 1-866-517-1267
Starting 1/1/2026 Teladoc Mental Health Services - Accessible via phone or video	Employees and dependents over age 13 enrolled in the BEK medical plan	Eligible members have access to mental diagnostic services, talk therapy, and prescription medication management, when appropriate. With convenient times available 7 days a week, 7AM – 9PM local time	No cost	Teladoc App or Online teladochealth.com
Expanded Psychiatric Services (EPS)	Employees and dependents enrolled in the BEK BCBS medical plan	100% coverage for mental health and alcohol and drug abuse services when care is coordinated by a participating EPS provider. In order to receive maximum benefits, you must first contact an EPS provider to coordinate all services (inpatient, outpatient and emergency room).	No Cost	AlabamaBlue.com/Find A Doctor and search by your location. Then select “Expanded Psychiatric Services” from the “Network or Plan” dropdown menu.
Mobile Apps				
Program	Eligibility	Services	Cost	How to Access
KOA Care 360 App	Anyone	Access interactive digital behavioral health program, tools and resources 24/7. Get access to 100+ evidence-based programs and interventions to help with stress, feeling anxious, trouble sleeping and more.	No Cost	guidanceresources.com use Organization Web ID BEK, then click "Digital Self-Care Tools"

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Other Resources				
Program	Eligibility	Services	Cost	How to Access
Lucet Health	Employees and dependents enrolled in the BEK BCBS medical plan	A Care Management program for mental health services, substance use treatment and more. If you have questions about your benefits or want more information	No Cost	lucethealth.com or call the phone number listed on the back of your medical ID card.
Marketplace Care Partners	All employees and their family members	The care team will provide confidential personal support in any situation including meeting at a neutral site including home, coffee shop, hospital, nursing home, funeral home or jail upon request.	No Cost	Speak to your HR Manager for contact list or MyChap App which enables 24 hour communication via phone, text, video chat, or email
Live & Work Well	All employees and their family members	Learn about mental health services and download toolkits to develop a recovery plan to help achieve recovery goals. Suicide prevention resources.	No Cost	liveandworkwell.com
Huddles	Anyone	Huddles is an interactive online discussion groups focused on a variety of well-being topics aimed to improve self-care, resiliency, well-being, and more. Led by experienced licensed counselors and certified well-being coaches.	No Cost	Log onto Guidance Resources online, click "browse all services" section, click online Huddles
NAMI	Anyone	NAMI provides advocacy, support groups and education programs and public awareness to ensure families and individuals get the support and information they need.	No Cost	800-950-6264 HelpLine is available M-F, 10 AM – 10 PM ET. or text "helpline" to 62640, or chat online at NAMI.org
Findhelp.org	Anyone	Find financial assistance, food pantries, medical care, and other free or reduced-cost help in your area, anywhere in the US.	No Cost	findhelp.org and type in your zip code to find local resources
BEK Benefits Dept	Anyone	Assist with resources	No Cost	817-877-5700 benefits@benekeith.com