

MEND Program

*Members Education and Network
for Dependency & Wellness*



MEND provides assistance to participants and their dependents in addressing mental health and substance abuse issues. Services are confidential and include:

- Assessment
- Referrals for:
 - ◊ Inpatient and Outpatient treatment for mental health and/or substance abuse
 - ◊ Therapy
 - ◊ Psychiatry
- Case Management
- Coordination of services with outside providers
- Support Services
- Education



Scan Me



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Frequently Asked Questions

Who is eligible for MEND services?

MEND services are available for participants and their dependents, including those employees who participate via a participation agreement.

What type of problems does MEND address?

MEND services help address all mental health problems including stress, anxiety and depression; alcohol and substance abuse.

How can MEND help me?

A MEND counselor can speak with you in person or by phone to help you decide what next steps need to be taken to address your concerns. Working with your health plan, MEND can help you receive inpatient or outpatient treatment for mental health or substance abuse issues.

Who provides MEND services?

MEND counselors are licensed clinicians who specialize in mental health and/or substance abuse treatment.

Is there a cost for this program?

No. MEND services are provided at no cost. If a referral is needed and made, every effort will be made to assist members in obtaining in-network services to help keep out-of-pocket costs low. In all cases, MEND will work with you until you receive assistance that is affordable and effective.

Is MEND confidential?

Personal information discussed with MEND is protected by confidentiality laws and regulations. However, there are exceptions when there is a threat of possible harm to self and/or others. Participation is voluntary and your right to privacy and confidentiality are respected.

How can MEND help supervisors?

MEND counselors provide consultation and education to management, supervisors, and union leaders about mental health and substance abuse issues.