Collegiate Assistance Program: Outstanding support for your students

UnitedHealthcare StudentResources is committed to supporting students to ensure that they can achieve their academic goals. We’re pleased to offer a unique blended solution, the Collegiate Assistance Program (CAP). CAP provides access to a high quality NurselineSM service as well as a Student Assistance Program designed to help students manage common problems and stressors that can detract from academic success. With one toll-free number and one call, students can access the support they need, when they need it.

**CAP: Proven results to eliminate distractions**

Our specialized CAP services give students the confidential assistance they need to deal with personal issues and crises before they interfere with concentration, attendance, motivation, and potentially become high-risk behaviors. Most important, our innovative CAP services go beyond other programs to demonstrate positive outcomes and enhanced connecting points to provide students with the help they need, anytime and anywhere.

**Focus on Early Intervention and Prevention**

**Solution-Focused Approach:** When students call CAP, they may be overwhelmed by their problems. They may be unaware of the resources and potential solutions available to them. Our Student Assistance Specialists are trained to use Solution-Focused Consultation techniques to help students shift their focus from their problems to the wide array of resources. They help the student develop an action plan by helping to clarify goals, identify resources, and lay out initial steps.

**Multi-Channel Access and Affordability**

Today’s technologically savvy students expect help when they need it, where they need it. UnitedHealthcare StudentResources has developed a series of web-based interactive programs to help students deal with some of the most relevant health-related issues on college campuses today: substance abuse, depression, stress and anxiety.

These interactive tools are not meant to replace face-to-face services, but instead provide students the opportunity to help themselves (prevention and education focus) and/or enhance their progress as an adjunct to any other appropriate interventions or treatment.

To learn more about UnitedHealthcare StudentResources Collegiate Assistance Program, call us at 800-237-0903, x6232, or go to www.uhcsr.com.
Telephonic and Online Student Assistance Program: UnitedHealthcare StudentResources makes available the largest network of behavioral specialist clinicians in the country, sometimes students want the option to call and speak with a counselor for more immediate help. Our telephonic CAP services are supplemented by online support that allows students to choose the method of contact that works best for them.

Demonstrated Outcomes
Our validated approach to follow up with students enables us to effectively report on not only utilization and satisfaction, but also meaningful outcomes in well-being. We don’t just check with participants once—we find out how they are doing at the beginning and at the end of services to demonstrate increased personal functioning.

Through this process CAP can be the compass that students use to find their way to better balance, wellness – and you can turn to as an important risk reduction strategy – with:

- Proactive rather than reactive services
- Outcome based programs
- High-touch services supporting students anytime, anywhere, in as many ways as possible

CAP Services Summary
- NurselineSM: CAP’s NurselineSM provides immediate access, via a toll-free number, to experienced registered nurses for nearly any health or medical concern – 24 hours a day, seven days a week. Maintaining good health starts with asking questions and understanding the answers. NurselineSM services empower people with information, support and guidance. From helping prepare questions for an upcoming doctor visit to determining the appropriate use of medical resources, NurselineSM helps your students make educated decisions about their personal health.

- NurselineSM also offers your students access to audio messages on more than 1,100 health and well-being topics. Most audio tapes are available in Spanish, and translation services are provided for over 150 languages.

- Telephonic/Online Counseling: Students facing stressful or emotional issues have 24/7, year-round access to prompt counseling services. Beginning with their first toll-free call, our master’s level licensed clinicians will listen carefully to assess their needs. Crisis intervention and licensed clinicians are always at the ready for urgent situations!

- Innovative Web-based Services: Our website for students, www.liveandworkwell.com, offers a wealth of information on a full range of topics. The site includes thousands of articles, interactive learning tools, cognitive behavioral therapy modules, searchable databases, financial calculators, and helpful resources for students to use to develop their own self-improvement strategies.

- Legal and Financial Services: Students may also turn to CAP for help with non-clinical issues, such as mounting credit card debt, divorce, child custody matters, and shelter from abusive relationships. The effect of these and other practical concerns can be just as detrimental to a student’s health and well-being as a clinical issue – and real assistance with these issues is included in all of our options.

Services provided through OptumHealth Behavioral Solutions and OptumHealth Care Solutions, UnitedHealth Group companies.