

Wherever you are, we're there for you

No matter what challenges you face, support is available. Explore these resources and programs available to you and your family.



Explore available support



Employee Assistance Program (EAP)

You don't need to wait for a crisis to prioritize your mental health. Duke Energy's EAP partners with Spring Health to provide personalized care and resources to support you through any of life's challenges.

Call: 1-855-629-0554

Visit: dukeenergy.springhealth.com
(work-life code: **Duke**)

Download: Spring Health mobile app
(work-life code: **Duke**)



Calm Health

Access a library of support for a variety of health experiences and life stages – including mindfulness content and programs created by psychologists.

Download the Calm Health app and create an account using access code **UHC**. You'll need your UnitedHealthcare member ID card to verify your information.



Mental health tools and resources

Explore a variety of behavioral health solutions and well-being topics at myuhc.com/mental-health.

Connect to virtual therapy



Talkspace

Use your phone or computer to talk with a therapist and get in-the-moment support. Register at talkspace.com/connect.



Virtual behavioral health support

Schedule a confidential* virtual office visit with a licensed therapist or psychiatrist for anxiety, addiction, ADD/ADHD, depression and other conditions.**

Find a virtual behavioral health provider at myuhc.com® or on the UnitedHealthcare® app.

Call for immediate help



24/7 Substance Use Treatment Helpline

Connect with substance use recovery advocates who listen, offer support and can help develop personalized recovery plans. Call **1-855-780-5955**.



24/7 Suicide & Crisis Lifeline

If you or someone you know is having suicidal thoughts, call **988**.



Not sure where to start?

Call myHealth Connect at **1-877-214-2930**

Scan to save the number in your phone's contact list

*Confidential in accordance with the law.

**Mental health virtual visits are subject to a deductible or copay.



Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care or treatment of a medical condition should be directed to your physician or health care provider. Calm Health is a mental wellness product, and is not intended to make any mental health recommendations. Members must be 16 years or older to use the services, unless a parent or legal guardian agrees to Calm "Terms." The parent or legal guardian of a user under the age of 16 is subject to the "Terms" and responsible for their child's activity on the services.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider.

Participation in these programs is voluntary, restrictions and limitations may apply and is subject to the terms of use contained in the mobile application. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number that appears on your health plan ID card. Services may not be available at all times or in all locations. The information provided under these programs is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. **These programs and applications should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** Participants should consult an appropriate health care professional to determine what may be right for them. UnitedHealthcare representatives cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. Your personal health information is kept private in accordance with your plan's privacy policy.

© 2025 United HealthCare Services, Inc. All Rights Reserved. (ES25-3796450b)