

Learn to Live

Frequently Asked Questions (FAQ)

Q: What *does* Learn to Live do?

A: Learn to Live offers self-guided digital cognitive behavioral therapy, or CBT tools. CBT focuses on your thoughts and actions, and how they impact your state of mind. All Learn to Live programs are available online via a desktop, tablet, or mobile device and use videos and interactive features. Current programs address Social Anxiety, Depression, Insomnia, Stress, Panic, Substance Use, and Resilience.

Q: What *doesn't* Learn to Live do?

A: CBT tools help you identify and challenge negative thought patterns, learn new coping skills, and develop more positive behaviors to improve your overall well-being. Learn to Live is not telemedicine. You do not engage in telehealth services with therapists or receive prescriptions.

Q: What are Learn to Live programs?

A: Learn to Live offers online coach-supported programs that help people manage social anxiety, depression, stress, substance use, panic, and insomnia. Additionally, Learn to Live offers a Resilience program to support people on their path for better well-being. All Learn to Live programs are based on CBT. Individuals aged 13 and older can complete self-paced online activities to help change thoughts and behaviors that can cause anxiety or depression, all based on real-life situations.

Q: How much does Learn to Live cost?

A: Learn to Live services, including the assessment, programs, and coaching, are available to all employees and their family members (ages 13 and older) *at no cost*.

Q: Does coaching cost extra?

A: No. Coaching is included *at no extra cost*. Learn to Live's coaches provide expert support and encouragement via email, text, or phone, and help individuals use the tools included in the program. Coaches do not provide therapy or medical care. Those who enroll in a program will receive an invitation for coaching via email or they can submit a request through their Learn to Live dashboard.

Q: Is Learn to Live confidential?

A: Yes, all services and tools used with Learn to Live are confidential. Users' data is not shared with health plans, healthcare providers, employers, or institutions. Learn to Live is also HIPAA compliant.

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Q: Are these programs suitable for those who have severe mental health needs?

A: Learn to Live programs are designed to help people with mild to moderate issues. If a user takes the assessment and scores in the severe range, they are advised to speak with a provider and will be routed back to Lucet for coordination. Users with more serious issues may still choose to use Learn to Live while also seeing a doctor or therapist.

Q: What happens if someone is in crisis?

A: If an individual shows signs of being in crisis through the assessment, they receive a crisis alert message. The crisis alert message recommends that they take specific steps for their own safety. The National Suicide Hotline is provided, and users must acknowledge the message by clicking on the continue button to return to the program options. Users may also reach Lucet specialists at 800-624-5544.

Q: How long does a Learn to Live program last?

A: Learn to Live users may use as many programs as they see necessary until they reach their personal goals. For most individuals, that entails completing a subset of the 8 lessons that are offered for each program. Users typically engage with the Learn to Live programs for 6-12 weeks and some see gains after just one lesson.

Q: How does someone access Learn to Live programs and services?

A: Access Learn to Live in the “Mental Well-Being” section of the Lucet EAP portal.

Learn to Live assessments, programs, and resources can be accessed from a personal computer, tablet, or mobile device. An internet connection, smartphone, tablet, or computer, and a quiet place or headphones are needed to utilize programs and services. It works on any device—Android, iOS, PC, MAC, laptop or tablet. Learn to Live follows the Children’s Online Privacy Protection Act (COPPA), which is why the program is restricted to ages 13 and up.

◆ Your well-being is our priority.

Lucet EAP provides confidential support, counseling services and resources to help you overcome life challenges and live a happy, balanced life.

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