

United Behavioral Health (UBH) ‘Point of Entry’ Pilot Project
Announcing a ‘Pilot Program’ from United Behavioral Health (UBH)

United Behavioral Health (UBH) to begin testing a “Point of Entry” Pilot Program.

Beginning in April 2010 and continuing through June, 2010, the Point of Entry program will be available for participants covered under the Railroad Employees National Health and Welfare Plan or the National Railway Carriers/United Transportation Union Plan sponsored by the National Freight Railroads.

The program is designed to provide an enhanced level of service for eligible Railroad members and/or their eligible dependents who call UBH to access mental health services. The objective of the program is to provide services immediately upon calling when they are likely to be needed most. This support may help eligible members and/or eligible dependents better manage their situation in the long run, and provide a foundation for faster, more complete resolution of issues.

When calling UBH, members will be given the option to have immediate telephonic coaching/counseling, which will not count against available outpatient visits. In addition, there is no co-pay for these immediate telephonic services. If an individual requires face-to-face services after having the telephonic session, the counselor can authorize the services.

The pilot project is for members contacting the dedicated UBH Railroad team in Atlanta. If you have any questions, please feel free to contact UBH at 1-866-850-6212.