



Local 591 EAP / Member Assistance

Credit IAM EAP, LAP

August 2023

988: More Than Just a Suicide Prevention Hotline?

All information sourced from the [988 Suicide and Crisis Lifeline](#) and the [National Council for Mental Wellbeing](#)

The 988 Suicide & Crisis Lifeline mainly focuses on suicide prevention. But did you know it can help you with a lot more? You can call, text, or chat online to talk about other stressors, too. For example, you can discuss financial stress, substance abuse, sexual identity, etc. This hotline is for anyone who is in an emotional or mental crisis and needs someone to talk with.

About the 988 Lifeline



Before the hotline became 988, it was the National Suicide Prevention Lifeline. The NSPL began taking calls in 2005 and 988 just celebrated its one-year anniversary on July 16th, 2023. The Substance Abuse and Mental Health Services Administration (SAMHSA) funds the Lifeline. Vibrant Emotional Health administers the services. Some areas have Certified Community Behavioral Health Clinics (CCBHCs) that partner with the Lifeline. These CCBHCs provide more comprehensive and personal care if needed.

The hotline is free, confidential, and available 24/7 in all 50 states and U.S. territories. English and Spanish speakers can use the call, text, or chat functions to access services. For those who speak other languages, translation services are also available. Those with hearing loss have options to text, chat, or call using TTY.

Other Resources from 988

988 has resources for general mental wellness. To start, it provides links to multiple websites that help you find a therapist. Also, you can find relevant mental health resources if you identify as LGBTQ+, black, Native American or Alaskan Native, neurodivergent, a veteran, or other such community.

The 988 website keeps up to date with current events like COVID-19 and community unrest. It walks you through how these events may affect your mental health. It gives guidance, tips, and other helpful information on how to cope with these events.

There is also information for those who want to support loved ones who may need help. If you are wondering if your partner, friend, family member, or loved one is in crisis, 988 offers guides such as:

- How to know if your loved one needs your help.
- The different ways you can help.
- How to safely use social media to support those in crisis.
- “Know the lingo” of mental health and suicide prevention.
- How to support yourself as someone with a loved one in crisis



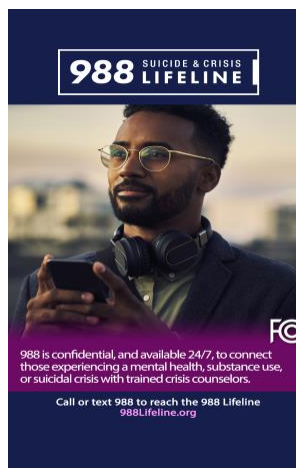
On the Stories of Hope and Recovery page, 988 shares stories from various survivors. You can watch the videos provided or read through the written stories. You can even sort by topics relevant to you, such as PTSD, addiction, eating disorders, etc.

Take Action

Now you know the 988 Lifeline is more than just a suicide prevention hotline. Call, text, chat, or visit the 988 website to learn more about your mental health and how to support a loved one.

Resources

- [988 Suicide & Crisis Lifeline](#)
 - [Find a Therapist](#)
- [Resources for the Black Community](#)
- [Resources for Native Americans and Alaska Natives](#)
 - [Veteran Resources](#)
 - [LGBTQ+ Resources](#)
- [Resources for Other Communities](#)
- [Recovery and Hope Stories](#)





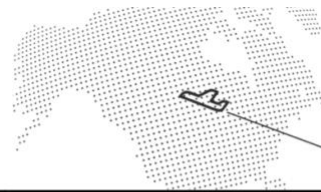
Benefits and you:

NEW HIRE CHECKLIST

American Airlines

2023 new hire guide

Enroll within 60 days of your date of hire through the Benefits Service Center via my.aa.com



Welcome aboard!

This guide will highlight some of the benefit options you have as an American Airlines team member. But first, let's cover a few key things.

Enrollment checklist

- Carefully review your benefit options so you can choose what's best for you and your family.**
- Submit your benefits elections within 60 days of your date of hire.** Enroll in most benefits through the Benefits Service Center via my.aa.com.
- Elect your spending account goal amounts.**
- Verify your dependents.** You'll need to provide proof of eligibility (birth or marriage certificate, etc.).
- Provide proof of good health.** If you elected additional or optional life insurance for yourself or your dependents, you may need to submit proof of good health before coverage is approved.
- Elect your 401(k) savings rate.** Find more information on my.aa.com/401k, then submit your elections via [Fidelity Netbenefits](https://FidelityNetbenefits.com).
- Enroll in Added Benefits** via AAaddedbenefits.com.

Making changes to coverage

Your medical coverage takes effect on your date of hire. Your elections will be retroactive to that date and remain in effect for the remainder of the calendar year. You will not be able to update them until Annual Enrollment unless you experience a qualifying life event.

If you don't enroll

You have 60 days from your date of hire to make your elections. If you don't make any elections or don't waive coverage, you will be automatically enrolled in the Core medical option with you-only coverage.

If you have questions or need help

These resources can help you navigate your benefits options and the enrollment process.

Accolade

American partners with Accolade, an independent health benefits navigator, to help team members learn more about our medical plans. You can call **833-346-3929** to speak to a health assistant Monday through Friday, 7 a.m. to 10 p.m. CT.

American Airlines Benefits Service Center

Call the Benefits Service Center at **888-860-6178** if you have questions about any of our plans, how to enroll or how to verify your dependents. Representatives are available Monday through Friday, 8 a.m. to 5 p.m. CT.

Dependent verification

If you add a dependent to coverage, you will be required to verify their eligibility by submitting documentation, such as a marriage license or birth certificate. You'll receive instructions on what is needed to verify your dependent within three to five days after you complete enrollment. **If you do not provide the required documentation, your dependent will not be enrolled in coverage. You will not be able to add your dependent to coverage again until Annual Enrollment unless you have a qualifying life event.**

Medical options

As an American Airlines team member, you have several options for your health care coverage. The tables below will help you compare your options, but we wanted to point out some features of our newest plan, the Plus plan. The Plus plan is designed to help you with health care expenses now and after retirement.

A look at the Plus medical plan

The Plus plan gives you the benefit of having copays for primary care and specialist visits, and you can earn credits from the company in a health reimbursement arrangement (HRA) and a retiree health reimbursement arrangement (RHRA)¹ by getting a preventive care exam during the year. Here's how it works:

You ...	American ...
Get a preventive care exam during the year	Credits \$500 to your HRA and \$1,000 to your RHRA

You will have immediate access to your HRA dollars to help you pay for eligible health care expenses now. You'll be able to access the funds in your RHRA when you retire **if you are 65-point plan eligible**.² An added "plus" to the Plus plan: The money is not taxed when it is added to your account or when you spend it on eligible health care expenses. You can learn more about the Plus plan, the HRA and the RHRA at my.aa.com/medical.

401K

- If you're an eligible regular full-time or part-time team member on the U.S. payroll (including Puerto Rico and the U.S. Virgin Islands), you're eligible to start saving immediately in the plan.
- If you don't take action within your first 30 days of employment, you'll be automatically enrolled (if eligible) to save on a pretax basis.
- You may change your savings rate and investments at any time through the [Fidelity NetBenefits® website](#). For assistance, call the American Airlines Service Center at Fidelity at [800-354-3412](tel:800-354-3412).

- You will automatically be enrolled based on your age at 3% to get full match ref Appropriate CBA

Your EAP Representative listed in the below can help with finding resources also.

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