

Your Guide to
**BEHAVIORAL
HEALTH RESOURCES**
in 2026



Summary of Atmos Energy Resources

	Magellan Healthcare Employee Assistance Program	BCBSTX Mental Health Hub	MDLIVE	My Medical Ally	Onward by NeuroFlow	BCBSTX Learn to Live	Cariloop
Overview	Free confidential counseling, tools, and resources to help you overcome life's challenges	Online tool that provides access to mental health providers, videos, podcasts, and more	Access to appointments with licensed psychiatrists or counselors from home	Assistance with understanding mental health diagnoses and treatment options	Digital, interactive activities and education for overall well-being	Digital mental health programs based on proven therapy techniques	Caregiver support program to help you manage the care needs of loved ones
Who	All Atmos Energy employees and immediate family members; you do not need to be enrolled in the Atmos Energy Medical Plan	Employees and dependents enrolled in the Atmos Energy Medical Plan	Employees and dependents age 10+ enrolled in the Atmos Energy Medical Plan	All Atmos Energy employees and family members; you do not need to be enrolled in the Atmos Energy Medical Plan	All Atmos Energy employees and immediate family members age 6+ ; you do not need to be enrolled in the Atmos Energy Medical Plan	Employees and dependents age 13+ enrolled in the Atmos Energy Medical Plan	All Atmos Energy employees and family members; you do not need to be enrolled in the Atmos Energy Medical Plan
When	Anytime, anywhere	Anytime, anywhere	Appointments vary	Anytime, anywhere	Anytime, anywhere	Anytime, anywhere	Anytime, anywhere
Cost	Free (up to eight free counseling sessions per issue per year)	Free	\$20 copay	Free	Free	Free	Free
Option to connect with a therapist	Yes	Yes	Yes	No	Yes	No	No
Self-paced program(s)	Yes	Yes	No	N/A	Yes	Yes	No
App available	No	No	Yes	No	Yes	Yes	Yes
How to connect	Member.MagellanHealthcare.com 800-424-1768	BCBSTX.com	MDLIVE.com/BCBSTX MDLIVE App 888-680-8646	888-361-3944 Use code Atmos	Member.MagellanHealthcare.com Onward by NeuroFlow App 800-424-1768	BCBSTX.com > Wellness > Digital Mental Health	Cariloop.com/AtmosEnergy Cariloop App 844-790-5667

EMPLOYEE ASSISTANCE PROGRAM THROUGH MAGELLAN HEALTHCARE – FREE SUPPORT FOR ALL EMPLOYEES

Magellan Healthcare provides **free** confidential support, resources, and tools to help you find solutions to life's challenges, big and small. The program is available to all employees and their immediate family members; you don't need to be enrolled in the Atmos Energy Medical Plan. **You can receive up to eight free counseling sessions per issue per year.**

Go to Member.MagellanHealthcare.com or call **800-424-1768**. Help is available 24 hours a day, 365 days a year.

Counseling Services

Speak to a licensed behavioral health professional who can help you address a variety of issues, either in person or through online sessions:

- Relationship and family challenges
- Alcohol and drug abuse
- Grief and loss
- Depression and anxiety
- Stress and burnout
- Times of crisis

Work-Life Services

Connect with a specialist to get assistance with referrals and resources for everyday needs, including:

- Finding child, elder, and pet care
- Hiring movers or home repair contractors
- Planning an event or vacation

Digital Emotional Wellbeing Program: Strengthen the Mind-Body Connection

Magellan Healthcare's Digital Emotional Wellbeing program offers confidential support and tools to help you manage everyday stress as well as more complex mental health concerns. No matter where you are, support is available to meet your needs.

Features of the program include:

- Activities such as breathing exercises, meditation, yoga, and journaling
- Tracking for mood, sleep, stress, and pain, which can be synced to wearable devices (Fitbit, Garmin, etc.)
- Confidential, self-paced digital cognitive behavioral therapy for anxiety and depression
- Connections to virtual therapy and in-person counselors

ONWARD BY NEUROFLOW

The Digital Emotional Wellbeing program offered in partnership with Magellan Healthcare can help you with:

- Aging
- Anxiety
- Attention-deficit/hyperactivity disorder
- Balancing emotions
- Caregiving
- Chronic pain
- Depression
- Goal-setting
- Grief and loss
- Mindfulness and meditation
- Post-traumatic stress disorder
- Resilience
- Sleep
- Stress
- Substance use disorders



This free program is accessed through the **Onward by NeuroFlow** mobile app. You can track mood, stress, and sleep, build coping skills through clinically supported exercises, and receive personalized insights over time.

This program is **free** to all Atmos Energy employees and their immediate family members age 6 and older; you don't need to be enrolled in the Atmos Energy Medical Plan.

To get started, go to Member.MagellanHealthcare.com or download the **Onward by NeuroFlow** mobile app.

MDLIVE VIRTUAL CARE: Wherever, Whenever You Need It

You and your family members age 10 and older who are covered by the Atmos Energy Medical Plan can access confidential support from a licensed psychiatrist or counselor—from wherever you'd like, including in the comfort of your home. Use your mobile device, tablet, or computer to make an appointment and connect with a specialist for common concerns like anxiety, stress, depression, and grief.

All visits through MDLIVE have a **\$20 copay**. This includes all services regardless of your medical plan (EPO, PPO, HDHP).

To connect with a psychiatrist or counselor, visit MDLIVE.com/BCBSTX, call **888-680-8646**, or download the MDLIVE app from the App Store or Google Play.



BCBSTX MENTAL HEALTH HUB: Support Made Easy

If you're enrolled in the Atmos Energy Medical Plan, the BCBSTX Mental Health Hub is your go-to resource for mental well-being. This online tool offers access to mental health providers plus videos, podcasts, articles, and more on 200+ topics, including anxiety, stress, relationships, parenting, eating disorders, and more so you can find the right support right when you need it.

Explore it today:

1. Log in to **Blue Access for Members** at BCBSTX.com.
2. Select *Behavioral Health*.
3. Select *Mental Health Hub*.

Learn more about the BCBSTX Mental Health Hub on Atmosphere.AtmosEnergy.com/Health-and-Life-Benefits.



MY MEDICAL ALLY: Helping You Navigate Care Options

A high-quality mental health provider can offer useful perspectives and new strategies to support you while dealing with challenging situations—and My Medical Ally helps you find one. My Medical Ally does the legwork to gather your information; you get answers and support from the experts.

My Medical Ally gives you **free** one-on-one clinical support to help you understand mental health diagnoses, explore treatment options, and find the right care for your needs. Your dedicated My Medical Ally partner can guide you to trusted resources for depression, substance use, stress management, and more, so you're never left guessing about next steps. From general counseling and psychiatric care to intensive treatment facilities, My Medical Ally researches nearby options so that you don't have to do this alone.

To connect with My Medical Ally, call **888-361-3944** and use code **Atmos**.





LEARN TO LIVE PROGRAMS: Building Healthier Habits for Your Mind

Ready to break unhelpful patterns and feel better every day? The BCBSTX Learn to Live program offers digital mental health resources to help you develop practical skills, improve emotional well-being, and enjoy life more. These programs are available to all employees and covered family members age 13 and older who are enrolled in the Atmos Energy Medical Plan.

It starts with a quick online assessment that matches you with the right program based on your needs, including support for:

- Stress, anxiety, and worry
- Depression
- Insomnia
- Social anxiety
- Substance use

Each program provides information, tools, and techniques that help you understand the thoughts and behaviors contributing to your challenges—and teaches you how to change them. Backed by more than 10 years of clinical research, the Learn to Live program uses proven cognitive behavioral therapy principles to help you build lasting, positive change.

To get started, log in to [BCBSTX.com](https://www.bcbstx.com) and click *Wellness* and then *Digital Mental Health*.



Get Personalized One-on-One Coaching

Team up with an experienced coach who can provide support and encouragement by email, text, or phone.



Build a Support Team

Add friends or family members as “teammates” to help you stay motivated and accountable while you work through programs.



Practice Mindfulness on the Go

Receive weekly text messages filled with positivity, quick tips, and exercises to improve your mood.



Access Live and On-Demand Webinars

Learn how to improve mental well-being with useful tips and advice from experts.

CARILOOP: Care for the Caregivers

Caring for yourself, a spouse, an aging parent, a relative, or a child with special needs is one of the most meaningful roles you can take on—but it can also be exhausting. More than 63 million U.S. adults are caregivers, and more than 40% report low overall well-being (Source: Caregiver Action Network). Between stress, worry, fatigue, emotional strain, and financial pressures, caregiving can quickly lead to burnout.

Atmos Energy offers Cariloop, a **free** caregiver support program, to help you manage the challenges of caregiving with confidence and compassion. The program gives you and your family, including anyone you consider family, access to dedicated Care Coaches and a secure, confidential platform.

Your Care Coach provides personalized research, guidance, and support for the medical, financial, legal, emotional, and family challenges that come with caring for loved ones—so you don't have to navigate it alone.

Support for aging loved ones includes the following and more:

- Assistance with vetting care providers
- Help with understanding the cost of care and legal caregiving needs
- Health condition education and emotional support

Support for children and families (prenatal through age 18) includes the following and more:

- Guidance for medical and developmental needs
- Backup care and childcare solutions
- Help understanding care costs
- Support for adoption, infertility, and lactation needs

Communication and support are in one secure portal where you can work with your Care Coach, store important documents, and invite others to collaborate—making caregiving feel more manageable, organized, and supported.

Connect with a Care Coach today by going to Cariloop.com/AtmosEnergy or calling **844-790-5667**.



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Mental Health Support Made Simple

REAL SUPPORT FOR REAL LIFE

At Atmos Energy, we recognize that life often brings challenges, whether they're short-lived or longer-term concerns. If you're experiencing sadness or depression, or you're simply overwhelmed by life's stresses, you are not alone.

Atmos Energy provides a number of support tools and resources that can help, whether it's for you, a family member, or even a coworker. These benefits are designed to help you get the support you need in a way that's most comfortable for you, whether it's in person, online, or through a mobile app. **All of these resources are confidential, and your personal information will never be disclosed.**

This guide provides information on the Atmos Energy benefits that support you and those you care about so that you can get back to feeling your best.