



## BEHAVIORAL HEALTH

Additional detailed information is available at [bcbsm.com](http://bcbsm.com)

**In times of need, there are several convenient ways to get confidential help.**

There's not a one-size-fits-all solution when you or a family member has a mental health or substance use concern—finding the best option is key to a successful recovery. That's why your chosen health plan includes a range of benefits and support to meet your personal needs.

### VIRTUAL & IN-PERSON THERAPY OPTIONS

#### Virtual Visits

*A convenient way to have a confidential session with a licensed therapist or psychiatrist from anywhere.*

- Connect with board-certified psychiatrists or licensed psychologists, social workers and therapists by appointment, seven days a week from 7 am to 9 pm
- Therapists are available for children ages 13 and older

#### AbleTo

*Offers eight weeks of structured cognitive behavioral therapy with a licensed therapist for anxiety and depression. This is only for adult members and you can find AbleTo providers through your BCBSM online member account.*

#### New Care Navigation

*Quartet Health helps reduce the burden on Michigan-based, adult members to find the right network, outpatient behavioral health providers within a reasonable time frame at no additional cost.*

#### Crisis Services

*Blue Cross provides four interconnected programs to manage crises and initiate treatments early for you and your family members.*

- Psychiatric urgent care
- Mobile crisis
- Crisis stabilization
- Crisis residential

#### Hotlines

- Call the number on the back of your member ID card anytime for help with a mental health or substance use crisis
- Anyone can call the national 988 Suicide & Crisis Lifeline by dialing **988** or **1.800.273.8255**

#### Self-Guided Support

*There are a variety of free resources available for you and your family members that can be accessed regularly to manage day-to-day stress and maintain a healthy state of well-being.*

- Blue Cross Virtual Well-Being
- Blue Cross Health & Well-Being online resources powered by WebMD
- myStrength by Livongo



**Use the QR Code for additional information.**