

Find support for your behavioral health

Your health plan offers a variety of resources, support, and care options to make it easier to take care of your behavioral health.

Your behavioral health is an important part of your overall well-being. Our Behavioral Health Care Navigation team is ready to support you and quickly connect you with in-network care that fits your personal needs and preferences.

Your Independence Blue Cross health plan gives you access to a robust, high-quality behavioral health network that includes psychiatrists, psychologists, and counselors. In addition, we have created relationships with many in-network behavioral health providers — our Connect to Care providers — to ensure that you can quickly access high-quality, culturally responsive care for:

- General mental health issues, such as anxiety, depression, and stress
- Specialty behavioral health conditions, including care for children, substance use disorders, eating disorders, obsessive-compulsive disorder, and bipolar disorder

Our Connect to Care providers are committed to having appointments available quickly for our members — usually within 7 days.



Call our Behavioral Health Care Navigation team for support

Call **1-800-688-1911** to reach our Behavioral Health Care Navigation team, who can provide personalized guidance about your benefits and care options to make getting help easier. They will:

- Match you with an in-network provider who fits your specific needs
- Schedule an appointment for you with an in-network behavioral health provider within 7 days
- Identify urgent or escalating conditions — if present, they'll perform a clinical assessment so you have a direct path to care



Get an appointment quickly with Connect to Care

Call **1-800-688-1911**, and our Behavioral Health Care Navigation team can directly schedule an appointment for you with a Connect to Care provider. You can also visit **ibx.com** for a list of these providers if you prefer to schedule with them directly.

Ongoing support from case managers

Depending on your needs, you may be connected with a case manager for support at critical points before, during, or after treatment. Case managers are clinical staff who provide personal support and can help you coordinate and manage your individual care.



If you need immediate assistance

Call or text **988** to connect with a counselor 24/7.



More behavioral health resources

You also have access to additional behavioral health resources, including:

- **Virtual care benefits from Teladoc Health (Teladoc)** offer convenient, confidential access to trusted professionals who can help you manage stress, anxiety, grief, depression, and more. Teladoc offers virtual behavioral health visits by phone or video chat with board-certified psychiatrists, psychologists, and therapists. To register for Teladoc and request an appointment, call **1-800-835-2362**, visit **teladochealth.com**, or download the Teladoc app.
- **Find your match with Quartet**, a free service that can help you find an in-network behavioral health provider that fits your needs and accepts your coverage. Visit **quartethealth.com/ibx** to get started.
- **Online resources**, such as Mental Health Coaching by Teladoc, are available. Mental Health Coaching can help support your mental health journey with self-guided digital programs and online coaching for stress, depression, chronic pain, substance use, and more. To access Mental Health Coaching, register and sign in to your Teladoc account at **teladochealth.com** or using the Teladoc app.



Substance use disorder and addiction treatment

Drug, alcohol, and tobacco misuse can affect families and individuals of all ages. Our Substance Use Disorder Care Navigation Helpline can connect you with a licensed clinician who can understand your unique needs, explain your care options, and connect you to care within 48 hours. A Behavioral Health case manager will follow up to ensure members are on the right path to recovery.

Call the Substance Use Disorder Care Navigation Helpline at **1-800-688-1911**.

Shatterproof Treatment Atlas tool

Our members have access to Atlas, an online tool to help you or your loved ones find trustworthy in-network addiction treatment. Atlas can provide a comprehensive list of addiction treatment providers, including hospital-based inpatient facilities, residential facilities, and intensive outpatient services. To use the Atlas tool, visit **treatmentatlas.org**.

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Log in at ibx.com for more information about your benefits and additional programs and support available to you.

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Quartet is a separate and independent company that provides mental health services for Independence Blue Cross members.

Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Blue Cross. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

Shatterproof, a national non-profit dedicated to reversing the addiction crisis in the U.S., is leading the implementation of Shatterproof's Treatment Atlas tool, a quality measurement system for addiction treatment facilities. Shatterproof is an independent company that provides behavioral health services for Independence Blue Cross.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

