

A guide to your behavioral health resources



Highmark is here for you every step of the way.



Because Life.™

Your Highmark coverage includes affordable in-person and virtual behavioral health resources, so it's easy to get care whenever and wherever you need it.

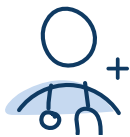
A heads-up on coverage – Benefits and costs differ depending on your plan. This brochure may include resources that your plan doesn't cover. Call Member Service at the number on the back of your member ID card or visit [highmarkbcbswv.com](https://www.highmarkbcbswv.com) for the specifics of your coverage.

To find care, you can:



- Use the Find a Doctor search tool on your member website at [highmarkbcbswv.com](https://www.highmarkbcbswv.com).
- Download the Highmark app from your app store to find care nearby.
- Call the Member Service team at the number on the back of your Highmark member ID card.

There are several options when it comes to getting the care you need. You can:



- Start by finding a trusted primary care provider (PCP). Your PCP can offer behavioral health support and/or refer you to a specialist.
- Call Member Service at the number on the back of your ID card and ask to speak with a Highmark behavioral health specialist. These professionals can help you find an in-network provider, connect you to virtual resources, or answer your questions about accessing behavioral health resources.



- Schedule a visit with an in-network mental health provider, either in person or via a virtual visit.
- Schedule a virtual visit with a therapist or psychiatrist at [well360virtualhealth.com](https://www.well360virtualhealth.com) or by downloading the Well360 Virtual Health app. Therapists can treat adults and children 10 and up. A psychiatrist can treat and prescribe medicine for members 18 and up.
- Talk to a specially trained Blues On CallSM registered nurse, any time, any day of the week by calling **888-BLUE-428** (1-888-258-3428).
- Talk to a Highmark wellness coach to get help managing stress or improving your sleep by calling **800-650-8442**, Monday – Friday.

Take note of these important hotlines:

Suicide Prevention Lifeline

In crisis? Call the Suicide Prevention Lifeline at **1-800-273-TALK** (8255), or 911. If you prefer, you can also chat online by visiting [suicidepreventionlifeline.org/chat](https://www.suicidepreventionlifeline.org/chat) or texting **HOME** to **741741**.

National Domestic Violence Hotline

If you're experiencing domestic violence, call the National Domestic Violence Hotline at **800-799-7233** or **800-787-3224** (TTY).

Highmark Community Support – This service connects members to social service support in your community. You can search for local food pantries, housing and financial assistance, transportation, personal safety, and more. To access these resources, visit highmark.findhelp.com. Then click on **Health**, and **Mental Health Resources**.

For additional support, visit highmarkbcbswv.com for access to:

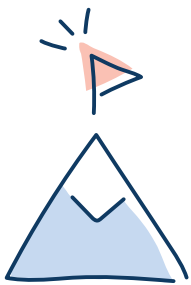
Sharecare® – A digital health hub that offers personalized health programs and resources.

Blue365SM – A program that offers health and wellness discounts to help you stay healthy and active.

WholeHealth Living – For discounts through the largest alternative medicine network in the nation.

Specialized behavioral health resources

You can access these virtual resources using your mobile device or computer – from home or wherever you are.



Mental health resources

NOCD offers treatment for obsessive compulsive disorders for members 5 and older. **312-766-6780** | treatmyocd.com

Meru Health offers a 12-week treatment program for depression, anxiety, and burnout for members 18 and older. meruhealth.com/highmark

Freespira is a digital tool that helps members 18 and older learn techniques to reduce or eliminate symptoms of panic disorder, panic attacks, and post-traumatic stress disorder. No medication is required.

800-530-9380 | get.freespira.com/start-today-lgp

Substance use disorder resources

Bright Heart Health offers treatment for mental health, eating disorders, and substance use disorders, including alcohol or opioid use, for members 18 and older.

800-892-2695 | brightheartthehealth.com

Ria Health offers treatment for alcohol use disorders for members 18 and older.

866-260-5635 | riahealth.com



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To determine the availability of services under your health plan, please review your member materials for details on benefits, conditions and exclusions or call the number on the back of your ID card.

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。



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