

# Resources and support for behavioral health

Your overall health includes both your physical and mental well-being. That's why your health plan offers resources and tools to support both.

We want to make it easier to take care of your mental health. Your benefits offer a variety of options so you can choose the ones that fit your needs and preferences, including in-person or virtual appointments with a provider and even self-guided tools you can use on your own.

## Find in-network care

We offer a robust, high-quality network of mental health professionals (including psychiatrists, psychologists, and counselors). Here are ways to find an in-network mental health professional:

- **Use the Find a Doctor tool online.** Log in at [ibx.com](https://ibx.com) anytime or use the free IBX app to search for an in-network provider. Each provider's profile includes information about their areas of focus, as well as whether they offer in-person and/or virtual appointments.
- **Call a Customer Care Advocate.** Call the Mental Health/Substance Abuse number on the back of your member ID card to talk to a Customer Care Advocate. They can send you a list of in-network providers who meet your needs or even schedule an appointment for you.

## One-on-one support

Call the Mental Health/Substance Abuse number on the back of your member ID card to be connected to Customer Care Advocates who can:

- Help you find in-network care
- Answer specific questions about your benefits and claims
- Connect you to a licensed clinician for in-the-moment support

## Navigate complex care with case management

Depending on your needs, you may be contacted by a case manager to offer support at critical points before, during, or after treatment. Case managers provide personal support and can help you coordinate and manage your individual care.

## Virtual care and online resources

Virtual care and online resources are convenient, flexible, and confidential — and you can access it all from the comfort of your home.



### Telebehavioral health

- **In-network behavioral health provider.** You have the option to schedule virtual visits with an in-network behavioral health provider who offers virtual appointments. Your cost-sharing will be the same as it would be for an in-office behavioral health visit. To see if a provider offers virtual appointments, log in at [ibx.com](https://ibx.com) and use our Find a Doctor tool to view their provider profile.



### Mental Health Coaching by Teladoc Health online resources

You have access to Mental Health Coaching by Teladoc Health, a digital resource with proven tools and dedicated support for stress, depression, chronic pain, substance use, and more. Mental Health Coaching offers self-guided digital content to strengthen your emotional well-being and support you, wherever you are in your mental health journey. You can also access Mental Health Coaching through the Teladoc Health app, available from the Apple Store or Google Play. Log in at [ibx.com](https://ibx.com) and click on the *Benefits* tab to start using Mental Health Coaching.



### More online resources

When you log in at [ibx.com](https://ibx.com), select *Mental Health & Substance Use Disorder* from the Benefits menu at the top. You'll find more information about your benefits and links to additional programs and support that you can access anytime, 24/7.

## Substance use disorder and addiction treatment

Drug, alcohol, and tobacco misuse can affect families and individuals of all ages. We offer several tools and resources to help.

Your health plan includes coverage for:

- In-network mental health providers, specialists, and therapists who treat substance use disorders
- In-network substance use rehabilitation facilities that offer inpatient medication-assisted treatment and therapy
- Medication-assisted treatments for substance use disorder

### Shatterproof Treatment Atlas tool

Members have access to Atlas, a free online tool that connects you or your loved ones with trustworthy, in-network addiction treatment. The Atlas tool contains a comprehensive list of addiction treatment providers, including hospital-based inpatient facilities, residential facilities, and intensive outpatient services. You can access the tool at [treatmentatlas.org](https://treatmentatlas.org) or by calling the Mental Health/Substance Abuse number on the back of your member ID card and talking to a Customer Care Advocate.

### Other assistance and support

- **Alcoholics Anonymous (AA)** is open to anyone affected by an alcohol-related disorder. There are no age or education requirements. [aa.org](https://aa.org)
- **Al-Anon** is a mutual support group of peers who share their experiences in applying the Al-Anon principles to problems related to the effects of alcoholism on people in their lives. **1-888-425-2666**; [al-anon.org](https://al-anon.org)
- **Narcotics Anonymous** is an international, community-based association that provides a recovery process and support network for those affected by substance use disorders. [na.org](https://na.org)
- **Nar-Anon** is a support group primarily for those who are affected by the addiction of someone in their lives. **1-800-477-6291**; [nar-anon.org](https://nar-anon.org)
- **Smokefree.gov** provides free, accurate, evidence-based information and professional assistance to help support the immediate and long-term needs of people trying to quit smoking.
- **Teen.SmileFree.gov** provides tools, resources, and information to help support young people who want to become smoke-free.



### If you need immediate assistance

Here is a list of resources that can help you immediately if you are in a crisis:

- **Suicide & Crisis Lifeline:** Call or text **988**, available 24/7.
- **Veterans Crisis Line:** Call **988**, then press 1, or send a text to **838255**. [veteranscrisisline.net](https://veteranscrisisline.net)
- **The Trevor Project Lifeline (LGBTQ):** Call **1-866-488-7386** or text "Start" to **678-678**. [thetrevorproject.org/get-help](https://thetrevorproject.org/get-help)
- **The Disaster Distress Helpline:** Call **1-800-985-5990**.
- **Substance Abuse and Mental Health Services Administration National Helpline:** Call **1-800-662-HELP (4357)** (TTY: **1-800-487-4889**).
- **Poison Control:** Call **1-800-222-1222**. [poisonhelp.org/help](https://poisonhelp.org/help)
- **National Domestic Violence Hotline:** Call **1-800-799-7233** (TTY: **1-800-787-3224**). Or, if you're unable to speak safely, you can visit [thehotline.org](https://thehotline.org) or text LOVEIS to **22522**.

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.

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.

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

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.