

Helping you with lower costs, more care providers, and easier access to behavioral health services



Mental health is part of your overall well-being

It's important to get the right support for behavioral health concerns.



Youth suicide rates

Suicide is the second leading cause of death for children between 10 and 14 years old in the U.S., and 11th overall.¹



Complex needs

21.5 million U.S. adults experience both mental illness and a substance use disorder.²



Whole-health impact

Adults experiencing depression are at higher risk of chronic diseases, including heart disease, diabetes, and stroke.³

We're here to help

If you or a loved one needs help with a mental health or substance use concern, you're not alone. Through your Anthem Blue Cross and Blue Shield benefits, you can quickly find expert, compassionate, and confidential care — often at low or no extra cost. You have access to a wide range of programs and services online, on the phone, in person, or through video — whatever is most convenient for you.

Virtual visits

You can schedule virtual visits with psychologists and therapists within seven days using our SydneySM Health app — half the time needed for scheduling in-person appointments.⁴

90% of individuals were able to find all the behavioral health services they needed.⁵

Enhancing behavioral health support in Indiana



Reduced copays

Providing lower copays for virtual and in-person office visits.



Expanded networks

Using larger networks with more than 100 care providers added through Carelon Behavioral Health and more LiveHealth® Online virtual care providers.⁶



Support options

Offering innovative whole-health programs and services that provide support to children, teens, and adults — with virtual or in-person options.



Specialized benefits

Including:

- Eating disorder treatment
- Autism Spectrum Disorder family outreach
- Behavioral health case management
- Emotional well-being resources
- Virtual care through LiveHealth Online
- Outreach for children, adolescents, families, and guardians

Our caring team helps you find the right support

If you have questions about your benefits or need help finding a behavioral health professional or program, chat with us live on the [Sydney Health app](#) or at [anthem.com](#), or call Member Services at the number on your health plan ID card.



Download the **Sydney Health** app or sign up at [anthem.com](#). Scan the QR code using your phone's camera.

For help with ...	This program is available	How to access ⁷
General behavioral health conditions.	LiveHealth Online (LHO) (Amwell) offers video visits with board-certified doctors, therapists, or psychiatrists from the comfort of your home.	LiveHealth Online (LHO) (Amwell): virtual Visit sydneyhealth.com .
Substance use disorders such as opioid and alcohol.	Aware Recovery Care provides long-term substance use treatment, including withdrawal management, medication-assisted treatment, and care and support in the privacy and security of your home.	Aware Recovery Care: virtual Visit Find Care at anthem.com . Learn more at awarerecoverycare.com .
General behavioral health and medication management for ages 1 and older.	Headway matches individuals with therapists based on their needs. Offering an easy-to-use scheduling platform on their website, the average new-patient appointment is available in less than five days.	Headway: virtual and in person Visit Find Care at anthem.com . Learn more at headway.co .
General mental and behavioral health concerns	Talkspace offers video, text, and phone sessions for individuals, teens, and couples to connect with a licensed therapist through live sessions, ongoing messaging, or both.	Talkspace: virtual Visit talkspace.com/anthem .
General behavioral health, psychiatric care, medication management for ages 5 and older.	Rula offers services for individual therapy, medication management, couples therapy, family therapy, and psychiatric care. They offer an easy-to-use online scheduling platform.	Rula: virtual Visit rula.com .

¹ National Institute of Mental Health: *Suicide* (February 2024); [nimh.nih.gov](#).

² Substance Abuse and Mental Health Services Administration: *Key Substance Use and Mental Health Indicators in the United States: Results from the 2022 National Survey on Drug Use and Health* (November 2023); <https://www.samhsa.gov/data/sites/default/files/reports/rpt42731/2022-nsduh-nrpt.pdf>.

³ National Institute of Mental Health: *Understanding the Link Between Chronic Disease and Depression* (2024); [nimh.nih.gov](#).

⁴ Appointments subject to availability. Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

⁵ Internal data: *Behavioral Health Case Management Member Satisfaction Survey, Q1-Q3 2022*.

⁶ Internal data: Carelon Behavioral Health, 2022.

⁷ Access to these providers may change based on the status of provider participation. To verify provider availability to you as a member, please contact member services. In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You also may receive a bill for any charges not covered by your health plan.

Therapymatch, Inc. d/b/a/ Headway is a separate company providing behavioral health services on behalf of your health plan.

Headspace Inc. is a separate company providing behavioral health services on behalf of your health plan.

Aware Recovery Care, Inc. is a separate company providing in-home addiction treatment services on behalf of your health plan.

Path CCM, Inc. d/b/a Rula Health is a separate company providing behavioral health services on behalf of your health plan.

Virtual text and video visits powered by K Health. LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan. Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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