BlueCross BlueShield of Texas

Support for Your Mental Health Journey



Your mental health is just as important as your physical health.

If you struggle with thoughts or feelings that make it hard to get through the day, you're not alone. About half of all people in the U.S. will experience a mental health concern at some point in their lives.[1]

Blue Cross and Blue Shield of Texas is here to help. Your health plan includes mental health support like counseling, specialized care and online programs. You can get support for conditions such as depression, anxiety and substance use and eating disorders

Our **Mental Health Hub**, administered by NovaOne, can guide you to the right care for your unique needs.

It features access to mental health providers,[2] plus a variety of assessments, videos, podcasts, articles, tools and more. When you first visit the Hub, take the **Wellness Check-In Assessment**. Based on your results, you will receive a list of recommended resources. You can retake it whenever you'd like to track your progress, and you can use it for covered dependents, including children, too.

Get Started Today!

Log in to **bcbstx.com** and search for the Mental Health Hub

or

Visit **bcbstx.novaonehealth.com/mentalhealthhub**

The Hub is confidential and available 24/7 at no added cost to you.[2]

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Additional Resources for Your Mental Wellbeing

Learn to Live[3]

Explore self-led, online programs with optional coaching support at no extra cost. They're available 24/7 and can help you build mental resilience or manage stress, depression, panic and other mental health concerns. Log in to **bcbstx.com**, and search for **Learn to Live**, or visit **learntolive.com/welcome/BCBSTX** and use the access code: **BETTERME**.

Counseling and Psychiatric Therapy[2]

Search our expansive network of therapists, psychologists, substance use counselors and psychiatrists. In-person and virtual services are available. Log in to **bcbstx.com** and then go to **Find Care**, or visit **bcbstx.novaonehealth.com/mentalhealthhub**.

Employee Assistance Program[3]

Delivered through ComPsych GuidanceResources, the EAP provides a set amount of free counseling sessions, wellbeing coaching, peer support huddles, legal and financial help, referral services and online tools to you and members of your household. If the EAP is part of your health plan benefits, visit **guidanceresources.com** and use the **Web ID TXEAP** to register.

Workplace Resilience and Burnout Prevention[3]

Your benefits may include resources to help you curb work stress and learn workplace self-care practices. Explore burnout risk assessments, tools and other resources within the Mental Health Hub. Also, check out the Mental Health First Aid course from the National Council for Mental Wellbeing. Log in to **bcbstx.com** and search for **Behavioral Health**, or visit **bcbstx.novaonehealth.com/mentalhealthhub**.

BCBSTX is here to support you. To get started and verify program eligibility, log in to **bcbstx.com** and search for **Behavioral Health**. You can also visit **bcbstx.novaonehealth.com/mentalhealthhub**.

1. U.S. Department of Health and Human Services, 2023
2. Standard copay and coinsurance rates will apply if you seek treatment from a provider.
3. Some services may not be available with all plans. Call the number on the back of your member ID card to verify.

For medical emergencies, call 911. For mental health emergencies, call or text the 988 Suicide & Crisis Lifeline.

The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through Blue Cross and Blue Shield of Texas. Check your benefit booklet, ask your group administrator or call the Customer Service number on the back of your member ID card to verify that you have these services. Member communications and information from the program are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors or behavioral health specialist to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers.

The Mental Health Hub is administered by NovaOne. NovaOne is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide member health platform and tools, mental health administration network and health information content for members with coverage through BCBSTX.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas.

ComPsych Corp. is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide employee assistance services for members with coverage through BCBSTX.

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