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. It's okay to need help. You and your covered family members can get support for conditions such as depression, anxiety, substance use disorder, eating disorders and pediatric mental illness.

Our new **Mental Health Hub** can guide you to the right care for your unique needs.

It features access to mental health providers, 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.

Explore the Mental Health Hub Today!

1. Log in to **bcbstx.com**
2. Select **Behavioral Health**
3. Choose **Mental Health Hub**

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

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation,
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Additional Resources for Your Mental Wellbeing

Digital Mental Health[2]

BCBSTX offers self-led, online programs with optional coaching support through Learn to Live. They can help you build mental resilience or manage stress, depression, panic and other mental health concerns. The programs are confidential and available 24/7 at no extra cost. Log in at **bcbstx.com**, then go to **Behavioral Health** and choose **Digital Mental Health** to get started.

Counseling and Psychiatric Therapy[3]

Explore our expansive network of therapists, psychologists, substance use counselors and psychiatrists. In-person, telephone and video services are available. Log in at **bcbstx.com** and then go to **Behavioral Health** to start your search.

Employee Assistance Program[2]

Delivered through ComPsych GuidanceResources, the EAP provides a set amount of free counseling sessions, legal and financial help, referral services and online tools to you and members of your household. Check with your employer to learn whether this benefit is part of your health plan. If it is, visit **guidanceresources.com** and use the **Web ID TXEAP** to register.

Virtual Care[2,3]

Your health plan may include virtual counseling. With this offering, you can meet with a board-certified therapist or psychiatrist by phone or video from the comfort of your home. Visit **MDLIVE.com/bcbstx** or **teladoc.com/bcbstx** to schedule an appointment.

BCBSTX is here to support you. To get started, verify program eligibility or learn more, log in to **Blue Access for Members**℠ at **bcbstx.com** and select **Behavioral Health**. You can also call the number on the back of your member ID card for assistance.

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

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 NovaWell. NovaWell 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.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

Teladoc Health is an independent company that has contracted with BlueCross and Blue Shield of Texas to operate and administer the Virtual Primary Care program for members with coverage through BCBSTX. Teladoc Health is solely responsible for its operations and for those of its contracted providers.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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