

# Behavioral health resources for Highmark members



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Your guide to an  
important part of your  
benefits package.



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# Highmark offers in-person and virtual behavioral health options that are affordable, easy to access, and effective.

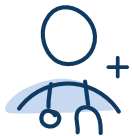
**A quick note on coverage** – Behavioral health coverage varies by plan. This brochure may list resources that aren't included in your plan. If you have questions about your members' benefits, call your Highmark client manager.

## To find care, your members can:



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

## There are several options when it comes to getting your members the care they need. Your members can:



- Start by finding a trusted primary care provider (PCP). Most PCPs can offer behavioral health support and discuss specialized treatment.
- Call Member Service at the number on the back of their ID card and ask to speak to 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://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 Call<sup>SM</sup> 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 with managing stress or improving their sleep by calling **800-650-8442**, Monday – Friday.



## Take note of these important hotlines:

### Suicide Prevention Lifeline

Members in crisis? They can call the Suicide Prevention Lifeline at **1-800-273-TALK** (8255), or **911**. They can also chat by visiting [suicidepreventionlifeline.org/chat](https://suicidepreventionlifeline.org/chat) or texting **HOME** to **741741**.

### National Domestic Violence Hotline

If your members are experiencing domestic violence, they can call the National Domestic Violence Hotline at **800-799-7233** or **800-787-3224** (TTY).

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

**For additional support, members can visit [highmarkbcbswv.com](https://highmarkbcbswv.com) for access to:**

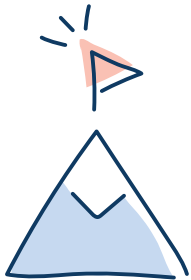
**Sharecare®** – A digital health hub that offers personalized health programs and resources.

**Blue365<sup>SM</sup>** – A program that offers members health and wellness discounts to help them stay healthy and active.

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

## Specialized behavioral health resources

Your members can access these virtual resources using their mobile device or computer – from home or wherever they are.



### Mental health resources

**NOCD** offers treatment for obsessive compulsive disorders for members 5 and older. **312-766-6780 | [treatmyocd.com](https://treatmyocd.com)**

**Meru Health** offers a 12-week treatment program for depression, anxiety, and burnout for members 18 and older. **[meruhealth.com/highmark](https://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](https://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 | [brighthousehealth.com](https://brighthousehealth.com)**

**Ria Health** offers treatment for alcohol use disorders for members 18 and older. **866-260-5635 | [riahealth.com](https://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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