



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Behavioral health resources to discuss with your patients

For Blue Cross commercial, Medicare Plus BlueSM, Blue Care Network commercial and BCN AdvantageSM

Revised February 2023

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This document provides information about behavioral health resources you can discuss with your patients.

Main Blue Cross and BCN numbers to call

To obtain assistance in finding a provider or to get a list of providers able to take patients with urgent needs, call:

- Blue Cross commercial members: Call New Directions[®] at 1-800-762-2382.
- Medicare Plus BlueSM members: Call Behavioral Health at 1-888-803-4960.
- Blue Care Network commercial members: Call Behavioral Health at 1-800-482-5982.
- BCN AdvantageSM members: Call Behavioral Health at 1-800-431-1059.

Callers will be connected to someone who can schedule a visit.

Resources on the web for Blue Cross and BCN members

Blue Cross and BCN members can visit bcbsm.com/behavioral-mental-health for information and sources of care, including:

- How to access therapy, both face to face and via telemedicine
- How to get assistance when dealing with a crisis
- Phone numbers to call to access care
- Statistics about mental health and mental health stigma
- Links to support services, including Blue Cross Health & Well-BeingSM, myStrength by Livongo[®] and Blue Cross Virtual Well-BeingSM
- MI Blues Perspectives blog: information about strengthening mental and physical health

Online therapy

The following options are available to most members who have mental health benefits through Blue Cross or BCN. These options are in addition to online therapy options that are available through other providers in our behavioral health network.

Blue Cross Online VisitsSM

Online therapy is available for most Blue Cross and BCN members through Blue Cross Online Visits. Members should check their benefits by logging into their bcbsm.com account and searching “online visits” in the What’s Covered tab. Members with coverage should include their Blue Cross or BCN enrollee ID when [registering for Blue Cross Online Visits](#).

AbleTo

If you have a patient who is struggling to find assistance, is unable to get an appointment with a behavioral health specialist and may benefit from a short-term virtual therapy program, you can refer them to AbleTo.

Blue Cross and BCN contracted with AbleTo to provide a structured and evidence-based eight-week cognitive behavioral therapy program for the treatment of mild to moderate depression or anxiety. This option is available to most Blue Cross and BCN members who are 18 or older. Visits can take place online or by phone.

AbleTo is a network of more than 2,000 licensed therapists that provides virtual mental health services in all 50 states. Members can find information about AbleTo through the [Find a Doctor](#) tool on bcbsm.com, on the [AbleTo website](#)* or by calling the number on the back of their member ID cards.

Local behavioral health crisis resources

Michigan Crisis and Access Line (MiCAL)

Phone: 1-844-446-4225

MiCAL is a 24/7 phone, text, and chat line for people in crisis or distress who don’t know where to turn. It is currently available to residents of Oakland County and the Upper Peninsula, regardless of insurance status.

Other crisis resources in Michigan

Location	On-site service area**	Available care options
Common Ground Resources and Crisis Center 1200 N. Telegraph Road, Bldg. 32E Pontiac, MI 48341 Phone: 1-800-231-1127	Genesee County, Oakland County and Wayne County	<ul style="list-style-type: none"> Psychiatric urgent care (virtual visits only) Mobile crisis Crisis stabilization (on-site) Crisis residential (on-site)
Hegira Health's COPE 33505 Schoolcraft Rd. Livonia, MI 48150 Phone: 734-721-0200	Wayne County	<ul style="list-style-type: none"> Psychiatric urgent care (on-site) Mobile crisis Crisis stabilization (on-site) Crisis residential (on-site)
New Oakland Family Centers Phone: 1-800-395-3223 (Single point of contact for all service locations)	Ann Arbor, Center Line, Clarkston, Clinton Township, Farmington Hills, Flint, Grand Rapids, Livonia, Okemos, Pontiac, Port Huron, Southfield, Southgate and Warren	<ul style="list-style-type: none"> Mobile crisis Crisis stabilization (on-site)
Pine Rest 300 68th Street SE Bldg. E, Entrance E1 Grand Rapids, MI 49548 Phone: 616-455-9200	Kent County and Ottawa County	<ul style="list-style-type: none"> Psychiatric urgent care (on-site only)

**On-site and mobile service locations are only available in Michigan at this time.

National behavioral health crisis resources

National Suicide Prevention Lifeline

Phone: 1-800-273-8255

Provides 24/7 free and confidential emotional support to people in suicidal crisis or emotional distress.

- For TTY users: Use your preferred relay service or dial 711 and then dial 1-800-273-8255.
- Online chat: suicidepreventionlifeline.org/chat*

Veterans Crisis Line

Phone: 1-800-273-8255. Press 1.

If you're a veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24/7. If you are a veteran or service member with hearing loss:

- Text with a Veterans Crisis Line responder: Send a text message to 838255.
- Online chat: veteranscrisisline.net/get-help/chat*



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Crisis Text Line

In the U.S. and Canada, text "HOME" to 741741, to connect with a crisis counselor 24/7.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.