



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 Blue<sup>SM</sup>, Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised January 2024

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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 Behavioral Health<sup>SM</sup> at the appropriate number below:

- Blue Cross commercial members: Call 1-800-762-2382.
- Medicare Plus Blue<sup>SM</sup> members: Call 1-888-803-4960.
- Blue Care Network commercial members: Call 1-800-482-5982.
- BCN Advantage<sup>SM</sup> members: Call 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](https://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-Being<sup>SM</sup>
- Mental Health Self-Guided Support
- Blue Cross Virtual Well-Being<sup>SM</sup>
- MI Blues Perspectives blog, which includes 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.

### Virtual Care

Virtual Care is available for most Blue Cross and BCN members through Teladoc Health<sup>®</sup>. Through Virtual Care visits, members can access virtual urgent care, virtual therapy and virtual psychiatry. Members should check their benefits by logging into their **bcbsm.com** account and searching for “online” in the What’s Covered tab.

To learn more about Virtual Care or to register for Virtual Care, members can visit [bcbsm.com/virtualcare](https://bcbsm.com/virtualcare).

Note: Teladoc Health is an independent company that provides virtual care solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

### 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.

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## 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's currently available to residents of Oakland County and the Upper Peninsula, regardless of insurance status.

### Other crisis resources in Michigan

As part of our crisis services program, pediatric members\*\* and adult members have the following options for receiving help if they're having a mental health or substance use disorder crisis:

- Psychiatric urgent care
- Mobile crisis services
- Onsite crisis stabilization services
- Residential crisis treatment

Several facilities in Michigan offer these services as part of this program. See the [Behavioral Health Crisis Care](#) page on [bcbsm.com](http://bcbsm.com) for the locations, phone numbers, service areas and care options available at each location.

For additional information about crisis care, see the document titled [Behavioral health: For mental health and substance use disorders](#). Look for the section titled "Blue Cross and BCN — crisis services."

## 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](http://suicidepreventionlifeline.org/chat)\*

### Veterans Crisis Line

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



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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](https://veteranscrisisline.net/get-help/chat)\*

### 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.

\*\*Some health care providers provide services only for adult members.