



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>

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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<sup>®</sup> at 1-800-762-2382.
- Medicare Plus Blue<sup>SM</sup> members: Call Behavioral Health at 1-888-803-4960.
- Blue Care Network commercial members: Call Behavioral Health at 1-800-482-5982.
- BCN Advantage<sup>SM</sup> 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](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>, myStrength by Livongo<sup>®</sup> and Blue Cross Virtual Well-Being<sup>SM</sup>

- 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 Visits<sup>SM</sup>

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](https://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](https://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.

### Resources for select Michigan counties

County	Resources
Oakland	<p><b>Oakland County Resource and Crisis Center (Common Ground)</b> 1200 N. Telegraph Rd., Bldg. #32E, Pontiac, MI 48341 24/7 Crisis Line: 1-800-231-1127 Walk-in crisis intervention and stabilization services are available to adults and children 24/7.</p>
Wayne	<p><b>Hegira Health, Inc / Community Outreach for Psychiatric Emergencies (COPE)</b> 33505 Schoolcraft Road Livonia, MI 48150 Main phone: 734-721-0200</p>

### 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](https://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](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.