

## Behavioral health resources to discuss with patients

Here are 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. Press 1 and ask to speak to a behavioral health clinician.
- 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.
- Medicare Plus Blue<sup>SM</sup> members: Call Behavioral Health at 1-888-803-4960.

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

Online therapy is available for most Blue Cross and BCN members through Blue Cross Online Visits<sup>SM</sup>. 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](#).

### Crisis resources: Local

#### Oakland County Resource and Crisis Center (Common Ground)

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.

#### Michigan Crisis and Access Line (MiCAL)

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.

### Crisis resources: National

#### 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.