

# BEHAVIORAL HEALTH RESOURCES



## TIPS FOR UNDERSTANDING YOUR PLAN

At times, you or someone you know, may struggle with a behavioral health concern such as depression, anxiety, substance abuse, bipolar or post-traumatic stress disorder. Mental illness is more common than diabetes, cancer or heart disease and affects an estimated 1 in 5 American adults each year, with an increasing number of children and youth also experiencing mental illness<sup>1</sup>. When you or a covered dependent needs help, Medica has a variety of resources.

RESOURCE	AVAILABILITY	HOW IT WORKS		
<b>Medica Behavioral Health</b>	In person, online and by telephone	<p>Your mental health is just as important as your physical health. That’s why your plan includes coverage for behavioral health services, including mental health and substance abuse care. Medica Behavioral Health* staff can help you get the right care when you need it, 24 hours a day, and your call is confidential. The large network includes providers who practice at all levels of counseling and treatment.</p> <p>Call Medica Behavioral Health at <b>800-848-8327</b>:</p> <ul style="list-style-type: none"> <li>You’ll be asked to answer questions about your needs and preferences.</li> <li>You’ll then be referred to a behavioral health care professional who is matched to your unique needs.</li> </ul> <p>Search for a provider online. The provider search offers an easy way to connect with providers and clinics specializing in mental health and substance use.</p> <ul style="list-style-type: none"> <li>Visit <a href="https://medica.com/findadoctor">medica.com/findadoctor</a>. Select your plan and click on <i>Find a mental health provider</i>.</li> <li>Narrow your selection by provider name, location, specialty, treatment option, ethnicity, gender, virtual visit or Express Access options.</li> <li>If you need care soon, you can select the <i>Express Access Provider</i> filter to find a provider who offers routine appointments within five business days.</li> <li>If an in-person visit is not accessible or convenient, you can choose a virtual visit.** Select the <i>Virtual Visit (online therapy)</i> filter in your provider search results. To schedule online, create an account (HealthSafe ID). Enter your Medica member ID number during registration.</li> <li>You can click to call, email, or visit a provider’s website. You can see patient reviews. You can also submit a review of your provider on the site.</li> </ul>		
<b>Amwell, 24/7 Online Clinic</b>	Online	<p>Get care online from home, work or anywhere you are with Amwell, a 24/7 online clinic. Connect with a provider from your computer or mobile device for most behavioral health concerns.*** Amwell’s team of experienced therapists and psychiatrists provide care and counseling for a variety of conditions including:</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> <li>Anxiety</li> <li>Anorexia</li> <li>Bereavement/grief</li> <li>Bipolar disorder</li> <li>Bulimia</li> <li>Couples counseling</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Depression</li> <li>Insomnia</li> <li>LGBTQ counseling</li> <li>Panic attacks</li> <li>Post-traumatic stress disorder</li> <li>Stress management</li> </ul> </td> </tr> </table> <p>During a video consult with Amwell, a therapist or psychiatrist will ask you a series of questions to determine the best treatment plan. To get started, create an account with Amwell:</p> <ul style="list-style-type: none"> <li>Smartphone/tablet: Download the free Amwell app from the App Store or Google Play</li> <li>Computer: Go to <a href="https://amwell.com">amwell.com</a></li> <li>Phone: Call <b>844-733-3627</b></li> </ul> <p>Select a provider and follow the prompts to start or schedule your visit.</p>	<ul style="list-style-type: none"> <li>Anxiety</li> <li>Anorexia</li> <li>Bereavement/grief</li> <li>Bipolar disorder</li> <li>Bulimia</li> <li>Couples counseling</li> </ul>	<ul style="list-style-type: none"> <li>Depression</li> <li>Insomnia</li> <li>LGBTQ counseling</li> <li>Panic attacks</li> <li>Post-traumatic stress disorder</li> <li>Stress management</li> </ul>
<ul style="list-style-type: none"> <li>Anxiety</li> <li>Anorexia</li> <li>Bereavement/grief</li> <li>Bipolar disorder</li> <li>Bulimia</li> <li>Couples counseling</li> </ul>	<ul style="list-style-type: none"> <li>Depression</li> <li>Insomnia</li> <li>LGBTQ counseling</li> <li>Panic attacks</li> <li>Post-traumatic stress disorder</li> <li>Stress management</li> </ul>			

RESOURCE	AVAILABILITY	HOW IT WORKS
Live and Work Well	Online	<p>Medica's Live and Work Well website**** offers health resources and personalized support services to help you and those you care about live the healthiest life possible. The Live and Work Well site is available 24/7 for confidential access to professional care, self-help programs and a variety of helpful information.</p> <ul style="list-style-type: none"> <li>▪ Search for topics on career and workplace, mental and physical health, addiction, recovery and resiliency, and more.</li> <li>▪ Take assessments for depression, anxiety, alcohol use, recovery and post-traumatic stress disorder (PTSD).</li> <li>▪ Access the substance use disorder (SUD) helpline and online chat, a free, confidential resource available to you or a loved one. <ul style="list-style-type: none"> <li>» Receive direct access to a substance use recovery advocate 24 hours a day, 7 days a week via phone <b>(855-780-5955)</b> or live chat.</li> <li>» Get expert decision support to better understand appropriate SUD treatment options for your personal situation.</li> <li>» Schedule a clinical evaluation with a licensed substance use treatment provider, usually within 24 hours.</li> </ul> </li> </ul> <p>Go to <b>LiveAndWorkWell.com</b>.</p> <ul style="list-style-type: none"> <li>▪ To view the educational content and provider search, enter access code MEDICA.</li> <li>▪ Create an account to access all self-help resources and the claims center. Enter your Medica member ID number during registration.</li> </ul>

\*United Behavioral Health manages the Medica Behavioral Health program.

\*\*Virtual behavioral health visits are covered as a behavioral health office visit under your plan.

\*\*\*Cost per visit varies by type of service. Eligible services are covered under your plan as a behavioral health office visit.

\*\*\*\*This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

1. Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. "Behavioral health trends in the United States: Results from the 2014 National Survey on Drug Use and Health," 2015. Available at: <https://www.samhsa.gov/data/sites/default/files/NSDUH-FRR1-2014/NSDUH-FRR1-2014.htm>.



## Have a question?

Call Customer Service at the number on the back of your Medica ID card.

# MEDICA®

©2019 Medica. Medica® is a registered service mark of Medica Health Plans. "Medica" refers to the family of health services companies that includes Medica Health Plans, Medica Community Health Plan, Medica Insurance Company, Medica Self-Insured, MMSI, Inc. d/b/a Medica Health Plan Solutions, Medica Health Management, LLC and the Medica Foundation.

COM20484-1-01019