



# Behavioral health resources

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# Your guide to using Medica’s mental health and substance use disorder resources

If you or a loved one struggle with anxiety, stress, isolation, substance use, or depression, you’re not alone. While one in five people will experience mental illness during their lifetime, everyone faces challenges that can be stressful and overwhelming. You don’t have to go through tough times alone. We can help you feel better.

## Getting the right help

If you’re having behavioral health concerns, we’ve got resources to help you. Read on to learn more about our programs and go to [Medica.com/SignIn](https://www.Medica.com/SignIn) to review your plan’s mental health and substance abuse coverage.

If you have an emergency or life-threatening situation, go to an emergency department or call 911. If you have a crisis or need help right away, call our Behavioral Health crisis line 24/7 at **1 (800) 848-8327** (TTY: **711**) or reach the national mental health crisis hotline by dialing **988**.

RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
<p><b>Medica Behavioral Health<sup>SM 3</sup></b></p> <p><i>Behavioral health services that include mental health and substance abuse care</i></p>	<ul style="list-style-type: none"> <li>• Find a provider to best meet your needs. Our behavioral health network includes more than 278,400 providers nationwide, including virtual care providers</li> <li>• Connect with a counselor (in-person or virtually) in times of stress, anxiety, or crisis</li> <li>• Ask a billing or claim question</li> <li>• Learn more about your behavioral health benefits</li> <li>• Get expert support to better understand substance abuse disorder (SUD) treatment options</li> </ul>	<ul style="list-style-type: none"> <li>• Call <b>1 (800) 848-8327</b> any time to talk with a care advocate about any behavioral health questions or...</li> <li>• Visit <b>Medica.com/FindCare</b>. Select your plan and click on “Start here” within the “Behavioral health” tile</li> <li>• Search by provider name, location, specialty, treatment option, ethnicity, gender, and more</li> <li>• If you need care right away, select the “Express Access Provider” filter to find a provider who offers appointments within five business days</li> <li>• Choose a virtual visit if an in-person visit is not accessible or convenient</li> <li>• Click to call, email, or visit a provider’s website</li> <li>• See patient reviews or submit a review of your provider</li> </ul>
<p><b>Live and Work Well website<sup>1</sup></b></p> <p><i>24/7 online access to support, self-help resources, information, and behavioral health care</i></p>	<ul style="list-style-type: none"> <li>• Answer a few questions online and get behavioral health care suggestions instead of talking to someone on the phone</li> <li>• Explore care options to find the right support and benefits for you</li> <li>• Get resources to help with behavioral health, stress, depression, family issues, money, parenting, and much more</li> <li>• Use the confidential SUD helpline at no extra cost</li> </ul>	<ul style="list-style-type: none"> <li>• Get direct access to a substance use recovery advocate 24/7 at <b>1 (855) 780-5955</b> (TTY: <b>711</b>) or live chat</li> <li>• Go to <b>LiveAndWorkWell.com</b></li> <li>• Enter access code MEDICA to explore your benefits</li> <li>• Create an account to access self-help resources and the claims center</li> <li>• Enter your Medica member ID number found on your Medica ID card</li> </ul>
<p><b>Sanvello<sup>6</sup></b></p> <p><i>On-demand support app to ease symptoms of stress, anxiety, and depression</i></p>	<ul style="list-style-type: none"> <li>• Get help managing your moods and thoughts, so you can learn ways to feel better</li> <li>• Try a self-help resource that provides clinically proven strategies to help you find relief</li> <li>• Learn new ways to deal with emotions: self-assessments, journaling, guided meditation, guided breath work, chat board, and educational reading</li> </ul>	<ul style="list-style-type: none"> <li>• Download the Sanvello app on your device</li> <li>• Create your account</li> <li>• You and your covered dependents (ages 13 and up) have access to the app’s premium version at no extra cost. Just select “Upgrade via insurance,” search for “Medica,” and enter details from your Medica ID card</li> </ul>



RESOURCE	CONSIDER USING IF YOU WANT TO...	HOW TO USE IT
<p><b>Family Support Program</b></p> <p><i>Clinical expertise and care navigation support for caregivers of children (ages 0 - 18) with complex behavioral health needs</i></p>	<ul style="list-style-type: none"> <li>• Connect with an advocate trained in pediatric conditions who can find health care providers and resources that fit a child's needs</li> <li>• Get help coordinating care with community agencies</li> <li>• Learn more about a condition, treatment options, or community resources</li> </ul>	<ul style="list-style-type: none"> <li>• Call Medica Behavioral Health at <b>1 (800) 848-8327</b> to learn more about the program or ask to be connected to a Family Support Program Advocate</li> <li>• You can also call directly at <b>1 (877) 495-9422</b> (Note: you may be asked to leave a message and a Family Support Program advocate will follow up with you)</li> </ul>
<p><b>Family Support Navigator</b></p> <p><i>An interactive online tool that helps parents and caregivers find the right resources for children who may have autism or depression</i></p>	<ul style="list-style-type: none"> <li>• Find the right care for your child who may have autism or depression</li> <li>• The Family Support Navigator creates a step-by-step action plan that's just for you</li> <li>• Learn how to navigate the health care system, who to talk to, what to ask, and what to expect in the process</li> </ul>	<ul style="list-style-type: none"> <li>• Visit <b>LiveAndWorkWell.com</b>, register with the number found on your Medica ID card or use the guest code "Medica," and click on "get support for your family"</li> <li>• In the search field, enter "Family Support Navigator"</li> </ul>

## Medica behavioral telehealth visits

With telehealth appointments, behavioral health providers can treat general mental health conditions, such as depression and anxiety.<sup>1</sup> Done primarily online through a computer, tablet, or smartphone, telehealth lets your provider see you without an in-person office visit. They offer therapy and, when useful, prescribe medications.<sup>2</sup> There are thousands of behavioral health providers who can treat you through a telehealth visit – for when you need convenience or a quick appointment. Work with psychiatrists and therapists who are part of our behavioral health network.

TELEHEALTH RESOURCE	HOW TO USE IT
<p><b>Medica Behavioral Health Network<sup>3</sup></b></p> <p><i>Many of the behavioral health providers in our large network offer virtual care</i></p>	<ul style="list-style-type: none"><li>• Visit <b>Medica.com/FindCare</b></li><li>• Select your health plan</li><li>• Click on “Start here” within the “Behavioral health” tile</li><li>• Search by provider name, condition, expertise, program, specialty, gender, or ethnicity. Check “virtual visit (Online Therapy)” to review options</li><li>• To schedule online, create an account (HealthSafe ID). Enter your Medica member ID number during registration. You can also click to call, email, or visit a provider’s website</li></ul>
<p><b>Amwell, 24/7 Online Clinic<sup>4</sup></b></p> <p><i>Experienced therapists and prescribers provide care and counseling for a variety of conditions</i></p>	<ul style="list-style-type: none"><li>• To get started, create an account with Amwell at <b>Amwell.com/cm</b> or download the free app from the App Store or Google Play or...</li><li>• Call <b>1 (844) 733-3627</b> (TTY: <b>711</b>)</li><li>• Select a provider and follow the prompts to start or schedule your visit<sup>5</sup></li></ul>
<p><b>Talkspace<sup>4</sup></b></p> <p><i>Helps you work with a licensed therapist anywhere, anytime. Send private messages (text, voice) or schedule live video sessions</i></p>	<ul style="list-style-type: none"><li>• Go to <b>Talkspace.com/Connect</b></li><li>• Select “Medica” in the drop-down menu under “Use my Insurance Benefits”</li><li>• Enter the information exactly as it appears on your Medica ID card</li><li>• Answer a few simple questions to get started</li><li>• Get matched with a provider, typically within 48 hours</li></ul>

<sup>1</sup>Virtual behavioral health visits are covered as a behavioral health office visit under your plan.

<sup>2</sup>As per state telehealth rules and regulations.

<sup>3</sup>Optum Behavioral Health manages the Medica Behavioral Health program.

<sup>4</sup>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.

<sup>5</sup>Cost per visit varies by type of service. Eligible services are covered under your plan as a behavioral health office visit.

<sup>6</sup>The information contained in the Sanvello mobile application is for educational purposes only; it is not intended for urgent care needs, to diagnose problems, or provide treatment and should not be used as a substitute for your provider’s care.



### Need help? We’re here.

Want to know more about your benefits? Have another question? **Call 1 (800) 952-3455** (TTY: **711**). You can reach us Monday-Friday, 7 a.m. - 8 p.m. CT (closed 8 a.m. - 9 a.m. Thursdays), and Saturday 9 a.m. - 3 p.m. CT.