



Behavioral health care options

Mental health has received a lot of attention in recent years, but most of the focus has been on addressing complex issues that result from poorly managed stress. Learning how to manage stress properly can help strengthen your mental wellbeing and better prepare you for life’s challenging moments. A more proactive approach to managing mental health is to have a plan in place before you need it. This can dramatically reduce the physical and emotional strain you experience, making it more likely that you can access help earlier and manage tough times more easily.

For those enrolled in the Eastpointe Community Schools Blue Cross Blue Shield medical plans, you have access to a wealth of BCBSM support (highlighted on the first 3 pages of this flyer).

All district staff, regardless if you are enrolled in ANY of the Eastpointe Community Schools plans, have access to a vast variety of behavioral health support (all at no cost to you) through Mutual of Omaha’s Employee Assistance Program (EAP) (highlighted on page 4 of this flyer).

BLUE CROSS BLUE SHIELD / BLUE CARE NETWORK IN-PERSON CARE			
Options	Description	What to use it for	How to access
Your primary care provider	A health care professional responsible for coordinating your care, and a good resource for guidance or referral to a behavioral health specialist.	Medical issues and mental health or substance use concerns	If you don’t already have a primary care provider, you can find one in your area by logging in to your member account at bcbsm.com , clicking on the <i>Doctors & Hospitals</i> tab and selecting <i>Find a Doctor</i> .
Behavioral health specialist	One-on-one sessions with a psychiatrist, psychologist, social worker or professional counselor.	Mental health and substance use concerns	Find an in-network behavioral health specialist by logging in to your member account at bcbsm.com , clicking the <i>Doctors & Hospitals</i> tab and selecting <i>Find a Doctor</i> . Many providers offer virtual visits as noted in the <i>Virtual Care</i> section below.
Blue Distinction® Specialty Care for Substance Use Treatment and Recovery	A national program recognized for expertise in delivering high-quality care in 11 areas of specialty care, including substance use treatment.	Substance use concerns	To find a Substance Use Treatment and Recovery provider that’s been designated as a Blue Distinction Center, visit bcbs.com/blue-distinction-center/facility .*

BLUE CROSS BLUE SHIELD / BLUE CARE NETWORK VIRTUAL CARE

Options	Description	What to use it for	How to access
<p>Behavioral health specialist</p>	<p>Virtual care by phone or video with a psychiatrist, psychologist, professional counselor or social worker.</p>	<p>Mental health and substance use concerns</p>	<p>Find an in-network behavioral health specialist by logging in to your member account at bcbsm.com, clicking the <i>Doctors & Hospitals</i> tab and selecting <i>Find a Doctor</i>.</p>
<p>AbleTo</p>	<p>A virtual behavioral health provider offering a personalized, eight-week cognitive behavioral therapy program for members 18 and older. The program includes digital tools and resources to support members between sessions. Medication management is not included.</p>	<p>Anxiety, depression and stress</p>	<p>To schedule an appointment with an AbleTo therapist, go to ableto.com/bcbsm.</p>
<p>Blue Cross Online VisitsSM</p>	<p>Virtual visits from a smartphone, tablet or computer which includes:</p> <ul style="list-style-type: none"> · Care with a licensed therapist to treat conditions like depression, anxiety, learning difficulties and behavioral problems. Available for members 10 and older. · Care with a board-certified psychiatrist to diagnose, treat, and provide therapies for complex and serious mental health conditions. Available for members 18 and older. 	<p>Mental health and substance use concerns</p>	<p>Register at bcbsmonlinevisits.com.</p> <p>Please note: Blue Cross Online Visits are only available through 12.31.23.</p> <p>Effective 01.01.24, Teladoc will replace Blue Cross Online Visits (through Amwell) as the new telemedicine vendor – stay tuned for more information</p>

BLUE CROSS BLUE SHIELD / BLUE CARE NETWORK ONLINE RESOURCES			
Options	Description	What to use it for	How to access
Blue Cross Blue Shield of Michigan behavioral health website	A comprehensive resource for mental health and substance use disorder information and support.	Mental health and substance use concerns	Visit bcbsm.com/mentalhealth .
Shatterproof™ Just Five	This online, self-paced, mobile-enabled program focuses on increasing awareness, reducing stigma surrounding substance use disorder and sharing information about addiction prevention and substance use disorder treatment.	Substance use concerns	Visit justfive.org/bcbsm .
Blue Cross Health & Well-Being SM online resources, powered by WebMD [®]	Free online tools and resources to help you improve and maintain your health and well-being.	Health and well-being support	Log in to your member account at bcbsm.com or our mobile app and select <i>WebMD</i> under <i>Health & Well-Being</i> . You'll need to register if it's your first time.
Blue Cross Virtual Well-Being SM	This free program offers weekly well-being webinars and meditation sessions to support your overall well-being.	Overall well-being support	Visit bluecrossvirtualwellbeing.com and click <i>Webinars for Members</i> .
MI Blues Perspectives and A Healthier Michigan	Blogs that offer a wealth of information about dealing with stress and anxiety, substance use and other behavioral health conditions.	Mental health and substance use concerns	Visit mibluesperspectives.com and ahealthiermichigan.org .



In a crisis situation ...

- Call the number on the back of your BCBSM member ID card for help in a mental health or substance use crisis.
- If there is an immediate crisis, call the Suicide and Crisis Lifeline at 988 or 1-800-273-8255.

* All Programs are subject to change at the discretion of the vendor



MUTUAL OF OMAHA EMPLOYEE ASSISTANCE PROGRAM (EAP)

Options	Description	What to use it for	How to access
Mutual of Omaha Employee Assistance Program (EAP)	Confidential, no-cost program that provides resources for dealing with stress, grief and relationship problems. In addition to the counseling aspect, the EAP also provides references and resources for legal / financial / ID Theft as well as work-life services such as childcare, elder care and convenience services.	Mental health and substance use concerns Community References	Toll Free Number: 800.316.2796 Web Resources through member website: www.mutualofomaha.com/eap

- 24/7 access to customer service, resources and support via phone and web
- **Free and confidential**
- Services delivered by Master level counselors through a nationwide network

Just a few reasons to consider calling the EAP:

- Emotional (stress, grief, depression, anger management, anxiety, suicide, trauma/PTSD)
- Relationship (marital/significant other, family, parent/child)
- Personal (health/wellness, grief and loss, work/life balance)
- Addiction (alcohol, drug, gambling, nicotine)
- Workplace (job stress, workplace conflict)
- Legal/Financial (legal, financial, ID theft)
- Daily Life Assistance (child/elder care assistance, scholarship information, community resources, pet sitters)

Mutual of Omaha EAP Website	Online help at your fingertips with the member contact form and wellbeing articles	Mental health and substance use concerns	www.mutualofomaha.com/eap
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In a crisis situation...

- Call **800.316.2796** or dial **911** for help in a mental health or substance use crisis
- If there is an immediate crisis, call the National Suicide Prevention Lifeline at **988** (or chat online) or call the Hope Line at **800-784-2433**