

Find support for your behavioral health

Your health plan offers a variety of resources, support, and care options to make it easier to take care of your behavioral health.

Your behavioral health is an important part of your overall well-being. Our Behavioral Health Care Navigation team is ready to support you and quickly connect you with in-network care that fits your personal needs and preferences.

Your Independence Administrators health plan gives you access to a robust, high-quality behavioral health network that includes psychiatric providers and therapists. In addition, we have created relationships with many in-network behavioral health providers — our Connect to Care providers — to ensure that you can quickly access high-quality, culturally responsive care for:

- General mental health issues, such as anxiety, depression, and stress
- Specialty behavioral health conditions, including care for children and adolescents, substance use disorders, eating disorders, obsessive-compulsive disorder, and bipolar disorder

Our Connect to Care providers are committed to having appointments available quickly for our members — usually in less than a week.



If you need immediate assistance

For emotional distress or suicidal thoughts, call or text the Suicide & Crisis Lifeline at **988** to connect with a counselor 24/7.



Get an appointment quickly with Connect to Care

Call **1-844-864-4352**, and our Behavioral Health Care Navigation team can directly schedule an appointment for you with a Connect to Care provider. You can also visit ibx.com/bhcare for a list of these providers if you prefer to schedule with them directly.



Call our Behavioral Health Care Navigation team for support

Call **1-844-864-4352**, Monday – Friday, 8 a.m. – 6 p.m., to reach our Behavioral Health Care Navigation team, who can provide personalized guidance about your benefits and care options to make getting help easier. They will:

- Match you with an in-network provider who fits your specific needs
- Schedule an appointment for you with an in-network behavioral health provider in less than a week
- Identify urgent or escalating conditions — if present, they'll perform a clinical assessment so you have a direct path to care

Ongoing support from case managers

Depending on your needs, you may be connected with a case manager for support at critical points before, during, or after treatment. Case managers are clinical staff who provide personal support and can help you coordinate and manage your individual care.



More behavioral health resources

You also have access to additional behavioral health resources, including convenient, confidential access to trusted professionals who can help you manage stress, anxiety, grief, depression, and more. Teladoc offers virtual behavioral health visits by phone or video chat with board-certified psychiatrists, psychologists, and therapists. To register for Teladoc and request an appointment, call **1-800-835-2362**, visit teladochealth.com, or download the Teladoc app.



Substance use disorder and addiction treatment

Drug, alcohol, and tobacco misuse can affect families and individuals of all ages. Our Substance Use Disorder Care Navigation Helpline can connect you with a licensed clinician who can understand your unique needs, explain your care options, and connect you to care within 48 hours. A Behavioral Health case manager will follow up to ensure members are on the right path to recovery.

Call the Substance Use Disorder Care Navigation Helpline 24/7 at **1-844-864-4352**.

Shatterproof Treatment Atlas tool

Our members have access to Atlas, an online tool to help you or your loved ones find trustworthy in-network addiction treatment. Atlas can provide a comprehensive list of addiction treatment providers, including hospital-based inpatient facilities, residential facilities, and intensive outpatient services. To use the Atlas tool, visit treatmentatlas.org.

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Log in at myibxtpabenefits.com for more information about your benefits and additional programs and support available to you.

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Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Administrators. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

Shatterproof, a national non-profit dedicated to reversing the addiction crisis in the U.S., is leading the implementation of Shatterproof's Treatment Atlas tool, a quality measurement system for addiction treatment facilities. Shatterproof is an independent company that provides behavioral health services for Independence Administrators.

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