



HELPING YOU FIND THE RIGHT CARE

For mental health and substance use disorders



WHY TREATMENT MATTERS

Your mental well-being is just as important as your physical well-being. Mental health and substance use disorders are medical conditions that are often chronic—but there are treatments for these disorders just as there are for diabetes or heart disease.

HELP IS AVAILABLE

Blue Cross & Blue Shield of Rhode Island (BCBSRI) and our network of providers can help you feel better so you can live your best life. Help is available for mental health and substance use concerns such as:

- Mood disorders
- Anxiety disorders
- Attention deficit disorders
- Bipolar disorder
- Depression
- Eating disorders
- Stress or anger management
- Schizophrenia and other psychotic disorders
- Substance use/addiction
- Coping with grief and loss

HOW TO GET THE HELP YOU NEED

In an emergency situation, always call 911.

For non-emergency care, you can seek in-person services or work with someone through an online platform if that's appropriate.

BCBSRI Behavioral Health Line

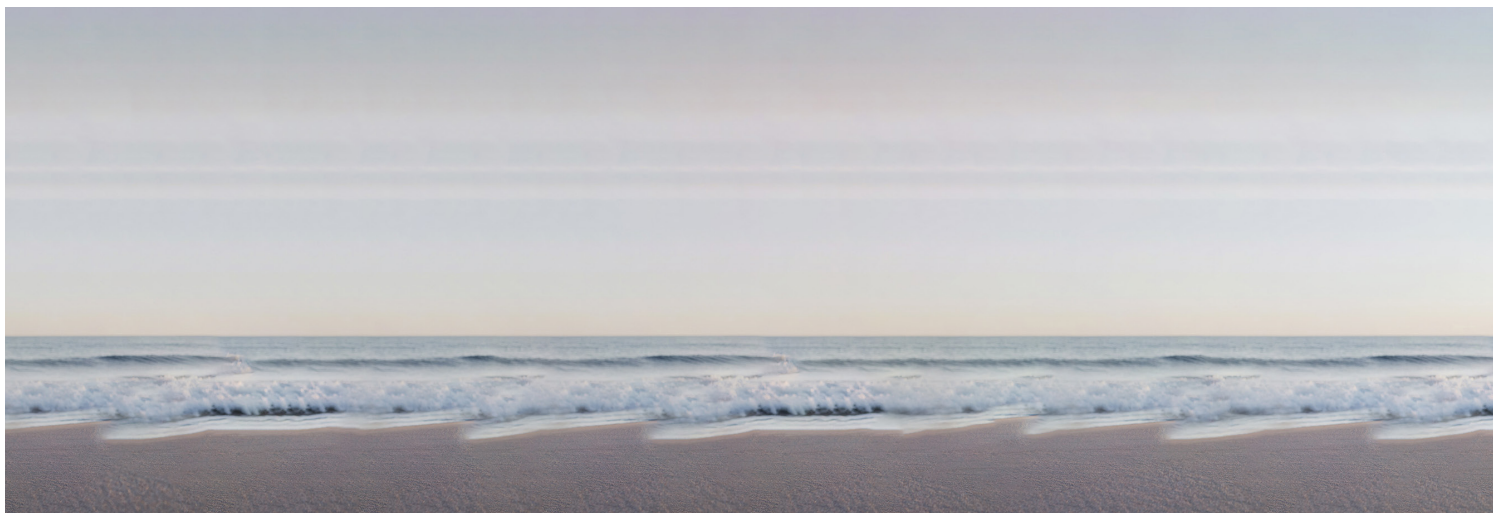
To find a provider or receive ongoing support, call the 24-hour **BCBSRI Behavioral Health Line** at **1-800-274-2958**.

You'll be able to speak with a mental health and substance use disorder professional who will help you find the care you need, provide education and support, and coordinate your care with different healthcare professionals. This service is offered in collaboration with Beacon Health Options*, at no extra cost through your health plan.

To learn more, please visit bcbsri.com/individual/member/mentalhealth or bcbsri.com/individual/member/opioid



*Beacon Health Options, Inc. is an independent company contracted by Blue Cross & Blue Shield of Rhode Island to provide behavioral health management services.





Doctors Online

Doctors Online is a convenient alternative when in-person behavioral healthcare isn't an option. Using a smartphone, tablet, or computer, you can schedule appointments with a licensed therapist or psychiatrist, and receive the treatment you need from the comfort and privacy of your home, office, or almost anywhere.

Doctors Online offers:

- **Convenience** - Online appointments are scheduled in advance, and are often available when a traditional provider's office might be closed.
- **Flexibility** - Scheduled therapy appointments ensure you can continue your care even when you are away from home.
- **Privacy** - Appointments conducted from home or other convenient, private locations may ease any privacy concerns you might have.



To access Doctors Online and register your account, search "**BCBSRI Drs. Online**" from your preferred app store, or visit **drs-online.com**.

Learn more about behavioral healthcare providers on page 6.

Doctors Online is a telemedicine service provided by American Well®, an independent company that administers Doctors Online on behalf of Blue Cross & Blue Shield of Rhode Island.



PROGRAMS AND SERVICES AVAILABLE WITH YOUR BCBSRI HEALTH PLAN

Your provider can recommend a treatment plan that will work best for you. It may include the programs and services described below, which are covered by your BCBSRI plan.

Individual Treatment



OFFICE VISITS

For members with less severe symptoms

- Typically once a week, although provider may suggest a different schedule
- Visits with psychiatrists, psychologists, and counselors

Individual and Group Treatment



INTENSIVE OUTPATIENT PROGRAMS

For members who would benefit from learning to manage their health in a structured environment

- Typically three days per week, three to four hours per day
- Less restrictive than partial hospitalization or inpatient care, enabling member to continue work/school
- May include the member's family

PARTIAL HOSPITALIZATION PROGRAMS

For members at risk for hospitalization or who were recently hospitalized

- Typically five days per week, five hours per day
- No overnight stay required

RESIDENTIAL CARE

For members who need additional support to manage their symptoms and live in the community

- Typically a short-term stay in a residential setting close to a member's home until they stabilize and can return to the community
- Option for members who don't need 24/7 care

INPATIENT CARE

For members in crisis or who have severe symptoms

- 24/7 care in a hospital setting, typically lasting a few days
- Daily visits by a team of professionals



Specialized programs

In addition to your traditional benefits, BCBSRI has partnered with community providers to offer the specialized programs described below.

CHILD AND FAMILY INTENSIVE SERVICES (CFIT)*

A home- and community-based program for children with moderate to severe psychiatric conditions

- Members in the CFIT program receive ongoing emergency/crisis evaluations, psychiatric assessment, medication evaluation and management, case management, psychiatric nursing services, and individual, group, and family therapy.

HEALTHPATH*

For members at risk for hospitalization or who were recently hospitalized

- BCBSRI members receive services from their healthcare team, which may include a case manager, psychiatrist, therapist, and other healthcare professionals. Services can be received at HealthPath offices, the member's home, or over the phone. This program is offered in collaboration with BCBSRI and Care New England.

MEDICATION-ASSISTED TREATMENT

For adult members requiring comprehensive services to facilitate recovery from opioid use disorders

- This outpatient program offers structured and intensive services—including medication-assisted treatment, counseling, and care management—to allow members to maintain recovery in a less intensive treatment program than a hospital setting.

MINDFUL TEEN PROGRAM*

For teenage members who are experiencing significant emotional issues affecting their quality of life and are at risk of hospitalization

- Offered at Bradley Hospital, this program provides teens with the necessary skills to manage their emotions, tolerate distress, and deal with stress more effectively. It also gives teens the chance to practice these skills in their lives outside of treatment.

PEER RECOVERY COACHING*

For members with substance use disorders

- Through this program, members work with a peer recovery coach—a person who is in recovery from an alcohol or drug use disorder and has been through extensive training to provide support to others struggling with recovery. BCBSRI is collaborating with Anchor Recovery to provide this service to BCBSRI members.

*This program is not available to members with Medicare Advantage or Plan 65.

Coverage and cost sharing varies depending on the plan. To see your plan's specific coverage and costs, please refer to the Subscriber Agreement or contact the number on your member ID card.

FINDING THE RIGHT PROVIDER FOR YOU

There are many different healthcare providers who can treat mental health and substance use disorders. The services they offer—especially as it relates to medication—will vary depending on their professional role and licensing.

Psychiatrist – A licensed physician who specializes in preventing, diagnosing, and treating mental illness. Psychiatrists can prescribe psychiatric medications.

Psychologist – A licensed mental health professional who has received advanced education and training to work with mild or severe psychological issues. Psychologists can also perform psychological testing. They do not prescribe medications.

Counselor – A licensed mental health professional—such as a social worker, mental health counselor, or marriage and family therapist—who evaluates and treats common life stressors and mild to moderate mood disorders. Counselors do not prescribe medications.

Clinical Nurse Specialist – An advanced practice nurse who specializes in treating mental health disorders. A clinical nurse specialist is able to prescribe medication.

Counseling can be part of a healthy lifestyle. Don't wait until there is a crisis to seek help. Talk to your primary care provider (PCP) about any symptoms you are feeling.



HAVE A QUESTION ABOUT YOUR COVERAGE?

For all members except Medicare Advantage

Please log in to your account at bcbsri.com or call Customer Service at **(401) 459-5000** or **1-800-639-2227**.

Our hours are:

Monday through Friday, 8:00 a.m. to 8:00 p.m.

Saturday and Sunday, 8:00 a.m. to noon

For members with Medicare Advantage

Please log in to your account at bcbsri.com/Medicare or call the Medicare Concierge Team at **(401) 277-2958** or **1-800-267-0439 (TTY: 711)**.

Our hours are:

April 1 to September 30

Monday through Friday, from 8:00 a.m. to 8:00 p.m.

Saturday and Sunday, from 8:00 a.m. to noon.

October 1 to March 31

7 days a week, from 8:00 a.m. to 8:00 p.m.

You can use our automated answering machine outside of these hours.



**IT'S WHAT
WE LIVE FORSM**



500 Exchange Street, Providence, RI 02903-2699

Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.