

## **Introducing the Highmark Mental Well-Being Program**

Highmark is making quality behavioral health care more accessible to our members. The program offers self-guided interventions, dedicated care navigators, health and wellness coaching, clinical therapy visits, and medication management. Program engagement begins with a confidential online mental health assessment and subsequent recommendations for the right level of support. Our goal is to meet members where they are, whether they need immediate crisis intervention or a check-in with a therapist.

# Behavioral Health

# Behavioral Health Resources

Your Highmark coverage includes affordable in-person and virtual behavioral health resources, so it's easy to get the care you need.

## To find care, you can:

- Use the Find a Doctor search tool on your member website at [highmarkbcbs.com](https://highmarkbcbs.com)
- Download the Highmark app from your app store.
- Call the Member Service team at the number on the back of your Highmark member ID card.



## There are several options when it comes to getting the care you need.

- Find a trusted primary care provider (PCP). Your PCP can offer behavioral health support or refer you to a specialist.
- Call Member Service at the number on the back of your ID card and ask to speak with a Highmark behavioral health specialist or schedule a visit with an in-network mental health provider.
- Schedule care through Highmark's Mental Well-Being program powered by Spring Health, available through your member website. Care is available for ages 6 and up.
- Talk to a specially trained Blues On Call<sup>SM</sup> registered nurse, any time, by calling **888-BLUE-428** (1-888-258-3428).
- Talk to a Highmark wellness coach to get help managing stress or improving your sleep by calling **800-650-8442**, Monday – Friday.

## Behavioral Health Resources cont.

# Community Resources

### Highmark Community Support

Search for local food pantries, housing and financial assistance, transportation, personal safety, and more.

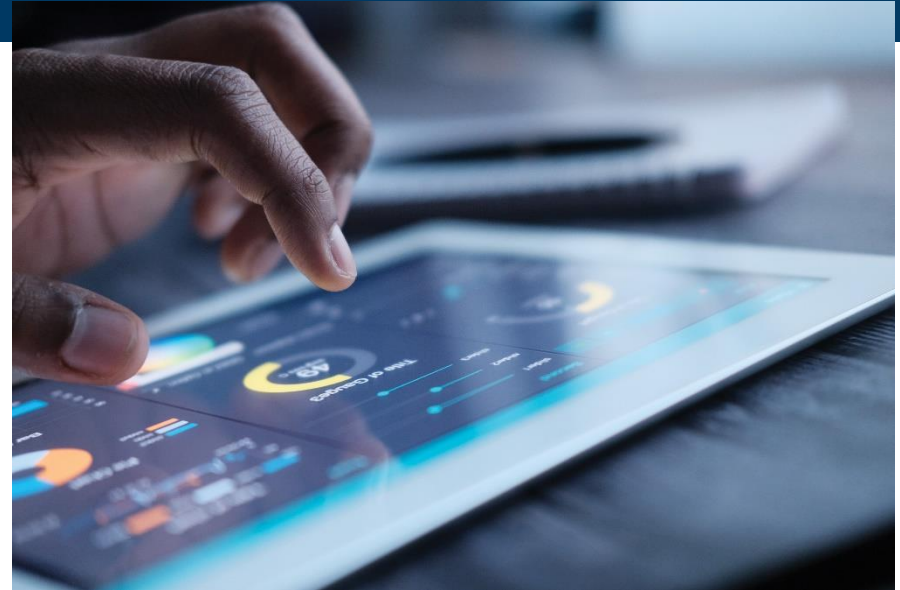
To access these resources, visit [highmark.findhelp.com](https://highmark.findhelp.com) and click on **Health**, then **Mental Health Resources**.

For additional support, visit [highmarkbcbs.com](https://highmarkbcbs.com) to access:

**MyHighmark**— A digital health hub that offers personalized health programs and resources.

**Blue365<sup>SM</sup>** — A program that offers health and wellness discounts to help you stay healthy and active.

**WholeHealth Living<sup>®</sup>** — For discounts through the largest alternative medicine network in the nation.



### Take note of these important hotlines:

**Suicide Prevention Lifeline** — In crisis? Call the Suicide Prevention Lifeline at **1-800-273-TALK** (8255), or 911.

Or chat online by visiting [suicidepreventionlifeline.org/chat](https://suicidepreventionlifeline.org/chat) or texting **HOME** to **741741**.

**National Domestic Violence Hotline** — If you're experiencing domestic violence, call the National Domestic Violence Hotline at **800-799-7233** or **800-787-3224** (TTY).

## Behavioral Health Resources

# Specialized behavioral health resources

You can access these virtual resources using your mobile device or computer — from home or wherever you are.



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- < **Well360** offers virtual therapy and medication services for adults and therapy services for children 10-17 with a focus on depression and anxiety.  
**412-DOCTORS | [well360virtualhealth.com](https://well360virtualhealth.com)** >
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- < **NOCD** offers treatment for obsessive compulsive disorders for members 5+.  
**312-766-6780 | [treatmyocd.com](https://treatmyocd.com)** >
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- < **MERU** offers 12-week treatment with a focus on anxiety and depression for members 18+.  
**[meruhealth.com/highmark](https://meruhealth.com/highmark)** >
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- < **Freespira** offers medication-free medical device to treat panic disorder and PTSD for members 18+.  
**[get.freespira.com/start-today-lpg/](https://get.freespira.com/start-today-lpg/)** >
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- < **Charlie Health** offers intensive outpatient therapy for members 11-33  
**866-491-5196 | [admissions@charliehealth.com](mailto:admissions@charliehealth.com)** >
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- < **Joon Care** offers virtual therapy with licensed therapists, digital content and family support for members 13-24.  
**412-219-9290 | [joon.com/highmark](https://joon.com/highmark)** >
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- < **RIA** offers treatment of alcohol use disorder with medication assisted treatment for members 18+  
**866-260-5635 | [riahealth.com/highmark](https://riahealth.com/highmark)** >
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## Substance Use Resources

# Specialized substance use resources

You can access these virtual resources using your mobile device or computer — from home or wherever you are.



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< **Wayspring** offers a peer-centered approach to treating substance use disorders for members 18 and older. **412-214-8325 | [wayspring.com/for-members](https://wayspring.com/for-members) | [accessrecovery@axialhealthcare.com](mailto:accessrecovery@axialhealthcare.com)** >

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< **Ria Health** offers treatment for alcohol use disorders for members 18 and older. **866-260-5635 | [riahealth.com](https://riahealth.com)** >

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# Maternity Health Care

**With Highmark**, you get access to numerous facilities and programs designed around comprehensive women's care, personal attention, and a family-centered approach, including:

- Alexis Joy D'Achille Center for Perinatal Mental Health
- Baby BluePrints®
- OB-GYNs specializing in fertility, high-risk pregnancy, and maternal fetal medicine
- Behavioral health specialists



# Mental Health Care - Anytime, anywhere

**Personalized, expanded access to quality care with shorter wait times**



## Eligible members have access to:

- Digital content and cognitive behavioral therapy
- Care navigation
- Coaching
- Expanded access for therapy and medication management
- Support for children 6+ and caregivers
- Personalized provider matching; on-demand scheduling based on member preference

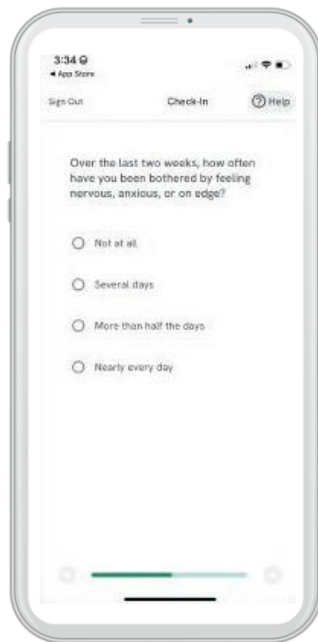




# Mental Health Care - Anytime, anywhere

Start your assessment for your personalized plan

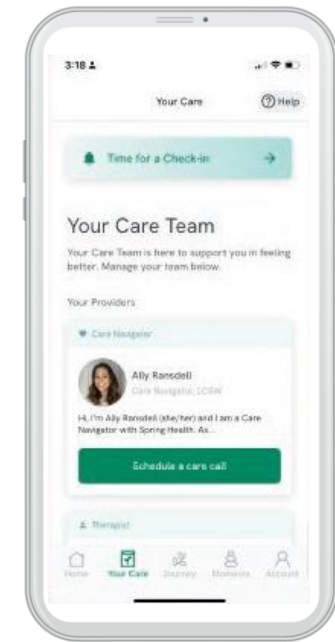
To get started log in to your member app or website and click on the Get Care tab



✔ Comprehensive digital screening



✔ Personalized care plan



✔ Dedicated care navigator

Mindfulness and meditation  
Digital CBT  
Coaching

Community groups  
Therapy (in person / virtual)  
Medication management

Care advocacy integration  
Specialized care  
(ex: Substance use disorder)  
24/7 crisis line