

Making time for your mental health



Your guide to Highmark's mental health resources

Mental health issues are different for everyone, which is why it's important to find the care option that's right for you. Whether you're considering medication, want to learn more about self-care, or just want to talk to someone, Highmark is here to help.

Below are some of the support systems, services, and care options available to you.

Who should I reach out to if I need help?

- Call your primary care physician.
- Schedule an in-person or telemedicine appointment with a mental health provider.
- Call a Highmark behavioral health specialist.
- Blues On Call™

How can I find the care that's right for me?

- For help finding an in-network doctor or facility, contact the My Care Navigator™ team by calling the phone number on the back of your member ID card.
- Download the Highmark Plan app to quickly and conveniently find in-network care nearby.
- Call the Member Service number on the back of your Highmark ID card to request to speak with a Highmark behavioral health specialist.
- Speak with a Highmark wellness coach at 1-800-650-8442, Monday – Friday, 8:30 a.m. – 8:30 p.m. ET for help with stress or sleep management.

What other services do I have access to?

- **Sharecare®** – personalized health programs and resources, plus Sharecare Windows for access to videos to help reduce stress and improve relaxation.
- **WholeHealth Living™** – discounts through the largest alternative medicine network in the nation.
- **Bright Heart Health** – substance use counseling and treatment through telemedicine.
- **Highmark Blue Shield Community Support** – a tool that connects people seeking help with local nonprofits and services in their communities.
- **Telemedicine through your doctor's office** – get access to a doctor you know and trust from your phone, tablet, or computer. Keep in mind that your doctor's office may not offer this option, so make sure to check with your health care provider.
- **Telemedicine** through Amwell – get 24/7 access to U.S. licensed, board-certified doctors and therapists by visiting **Amwell.com** and creating an account using your member ID card.

Where can I go to learn more?

Every plan is a little different. For more information about available services and your specific benefits and costs for care, you can visit highmarkbcbs.com or call the Member Service number on the back of your Highmark member ID card.

If you or someone you know is in crisis, contact the Suicide Prevention Lifeline at 1-800-273-TALK (8255), or dial 911 in case of emergency.

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

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