



Accessing behavioral health services through Blue Cross Complete

Your Blue Cross Complete of Michigan plan covers treatment for mild to moderate mental health needs, such as managing anxiety, depression and the after effects of trauma. These visits may be with an in-network therapist, such as a counselor, licensed clinical social worker or psychologist. Members do not need a referral or prior authorization.

Resources for Michigan State University Students and Community

Crisis counseling is available through MSU for students at **1-517-355-8270**, by pressing “1” at the prompt. The community mental health line is **1-517-346-8460**. These lines are available 24 hours a day, seven days a week.

Finding a Blue Cross Complete behavioral health provider

Members can use our Find a doctor lookup tool at mibluccrosscomplete.com/findadoctor to find a behavioral health provider. Search by “Specialty” and type “Behavioral Health” into the search bar. Members can also select preferred languages spoken by provider.

Telehealth

Members may be able to connect with a provider outside of the office through a phone or video call. Not all providers offer telehealth services. The MDLive® telehealth service offered by Blue Cross Complete does not provide emergency or behavioral health services.

Transportation

To schedule a no-cost ride to a mental health appointment, members can call our ride service at **1-888-803-4947**. Or, visit mibluccrosscomplete.com/transportation to schedule online.

Rapid Response Outreach Team

The Rapid Response Outreach Team is available to assist members with coordinating care and accessing counseling services. Members can reach RROT by calling **1-888-288-1722**, 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

Community Resources

Additional community resources are available, including:

- **Suicide and Crisis Lifeline: 988**
- **Common Ground Resources and Crisis Helpline: 1-800-231-1127** (call or text)
- **SAMHSA’s Disaster Distress Helpline: 1-800-985-5990** or text “TalkWithUs” to 66746
- **Michigan Crisis and Access Line (MiCAL) in Oakland County: 844-446-4225** (call or text)
- [Mentalhealth.gov](https://www.mentalhealth.gov) for a variety of resources for people with mental illness, or those who care about them, including myths, facts and resources for having fruitful conversations.

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Nondiscrimination Notice and Language Services

Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**
P.O. Box 41789
North Charleston, SC 29423
1-800-228-8554
(TDD/TTY: **1-888-987-5832**)
- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
(TDD/TTY: **1-800-537-7697**)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.

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