

# Choices for behavioral health care

When times are uncertain, and you're struggling with life challenges and need support, you have choices. Your Blue Cross Blue Shield of Michigan health care plan offers a wide array of behavioral health, mental health and substance abuse services.

Start by talking with your primary care doctor. They can guide you toward choices you have for behavioral health care.

You can also use the **private and confidential** resources below.

If you're thinking of hurting yourself, help is available now. Call 911 or the National Suicide Prevention Lifeline at 1-800-273-8255.

EMPLOYEE ASSISTANCE PROGRAM****	LIVONGO™ FOR BEHAVIORAL HEALTH BY MYSTRENGTH THROUGH DEC. 31, 2020	BLUE CROSS BEHAVIORAL HEALTH SERVICES THROUGH NEW DIRECTIONS*	BLUE CROSS ONLINE VISITS <sup>SM</sup>	NETWORK PROVIDER
<p style="text-align: center;"><b>\$0</b></p> <p><b>What is it?</b> Your employer provides this EAP that offers help and support for many of life's changes and difficult situations.  Available to all members on your health plan.</p>	<p style="text-align: center;"><b>\$0</b></p> <p><b>What is it?</b> Online resource with self-guided tools and modules.</p>	<p style="text-align: center;"><b>\$</b></p> <p><b>What is it?</b> Part of your Blue Cross plan, New Directions' tools and services connect you to behavioral health resources you may need.  Depending on your health plan, costs may vary.</p>	<p style="text-align: center;"><b>\$**</b></p> <p><b>What is it?</b> Online care with licensed therapists and U.S. board-certified psychiatrists that's available from your smartphone, tablet or computer.</p>	<p style="text-align: center;"><b>\$**</b></p> <p><b>What is it?</b> Meet with a licensed therapist or psychiatrists near you. Most providers offer virtual therapy (one on one or group) and visits by phone.</p>
<p><b>How does it help?</b> Supplies you with guidance to find and get care for stress, grief and relationship struggles. Financial counseling and legal advice are also available.</p>	<p><b>How does it help?</b> Work through everyday stress, anxiety, affects on your well-being from COVID-19 and get parenting tips.</p>	<p><b>How does it help?</b> Provides around-the-clock resources and support for understanding your behavioral health benefits and treatment options, and connects you with behavioral health providers.</p>	<p><b>How does it help?</b> Discuss and unpack anxiety, stress and other life challenges with a therapist or psychiatrist from the comfort of home or on the go.</p>	<p><b>How does it help?</b> Work through difficult challenges face to face with a behavioral health professional.</p>
<p><b>How do I access care?</b> Your EAP group name is  Reach your EAP at  or  ***  Your EAP web ID is  Your company code is</p>	<p><b>How do I access care?</b> Sign up at <a href="http://bh.mystrength.com/bcbsmccovid19">bh.mystrength.com/bcbsmccovid19</a> or download the myStrength app.</p>	<p><b>How do I access care?</b> New Directions Customer Service representatives are available 24 hours a day, seven days a week.  To reach them, call 1-800-762-2382 or visit <a href="http://ndbh.com">ndbh.com</a>.***  For help with a substance abuse disorder, call 1-877-627-1041.</p>	<p><b>How do I access care?</b> To sign up, download the BCBSM Online Visits<sup>SM</sup> app, visit <a href="http://bcbsmonlinevisits.com">bcbsmonlinevisits.com</a> or call 1-844-606-1608.  Visits are by appointment only and can be scheduled in advance with the same therapist.</p>	<p><b>How do I access care?</b> Ask your Blue Cross provider. If you need to find a doctor: <ol style="list-style-type: none"><li>1. Log in to your Blue Cross member account at <a href="http://bcbsm.com">bcbsm.com</a>.</li><li>2. Click on <i>Find a doctor</i>.</li><li>3. Search by specialty or service type.</li></ol> You can also call the number on the back of your member ID card for more information.</p>

**Not sure where to start?** Call the Behavioral, Mental Health or Substance Abuse (or Customer Service) number on the back of your ID card.



\*New Directions is an independent company that provides behavioral health services for Blue Cross Blue Shield of Michigan.  
 \*\*Subject to your health care plan's cost sharing.  
 \*\*\*Blue Cross Blue Shield of Michigan doesn't own or control this website.  
 \*\*\*\*Your Employee Assistance Program is an independent company that provides services for your group.  
 Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association. W001839