MENTAL HEALTH VIRTUAL VISITS

SAM’S JOURNEY

Sam is struggling. He has always managed to cope with the pressure of work and family demands, but he now finds the stress to be a problem.

Sam’s HealthSelect$^\text{SM}$ benefits can put him on a path to better managing stress and improving his mental health.

Sam’s three steps for seeking help:

1. Sam calls a BCBSTX Personal Health Assistant using the number on the back of his medical ID card. He asks questions like:
   
   » “Does my plan cover mental health care?”
   » “What will a visit cost me?”
   » “What type of provider should I see for counseling?”
   » “How do I locate an in-network mental health provider?”

2. The BCBSTX Personal Health Assistant tells Sam about mental health Virtual Visits that are available at no cost to him through MDLIVE$^\text{®}$ and Doctor On Demand$^\text{®}$. She guides him through the online registration process and he chooses a provider. Sam is able to schedule his first video appointment.

3. On the day of Sam’s appointment, he logs in to the app and meets his licensed mental health professional. The experience puts Sam at ease and he decides to schedule a follow-up Virtual Visit.
MENTAL HEALTH VIRTUAL VISITS

Mental health Virtual Visits are a convenient option for accessing mental health care. You must make an appointment in advance to consult online with a licensed mental health professional. Appointments are typically available within five to seven days, but could take up to two weeks.

Mental health Virtual Visit providers can talk to you about conditions including:

- Anxiety
- Depression
- Relationship issues
- Trauma and loss
- Insomnia
- Addiction
- Stress
- Anger management

Here is what you pay for mental health Virtual Visits:

- **HealthSelect of Texas**, **HealthSelect Out-of-State and HealthSelect Secondary**: No cost.
- **Consumer Directed HealthSelect**: You pay 20% of the allowable amount after you meet the annual deductible.

If you have questions about your mental health benefits or Virtual Visits, call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 (TTY: 711), Monday—Friday 7 a.m. – 7 p.m. and Saturday 7 a.m. – 3 p.m. CT.

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor On Demand doctors do not take the place of your primary care doctor. MDLIVE, a separate company, and Doctor on Demand, an independent company, have contracted with Blue Cross and Blue Shield of Texas to administer the Virtual Visits programs for members of BCBSTX. These third-party vendors are solely responsible for their operations and contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

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