

Learn to Live[®] Frequently Asked Questions

What is Learn to Live?

Learn to Live is an online, on-demand, self-paced mental health service grounded in cognitive behavioral therapy (CBT). This style of therapy focuses on how adjusting one's thoughts and actions can positively affect an individual's state of mind. All Learn to Live programs, including videos and interactive features, can be accessed online via your desktop, tablet or mobile device.

Am I eligible for the program?

HealthSelect of Texas[®] medical plan participants who are age 13 and older and living in the U.S., including those enrolled in Consumer Directed HealthSelectSM or Medicare, are eligible to enroll.

Is there a cost to enroll or participate?

This service is included as a mental health resource as part of your HealthSelectSM medical plan. There is no additional cost to eligible participants regardless of the number of times they engage with a Learn to Live coach.

How do I access Learn to Live?

You can access Learn to Live directly from your Blue Access for MembersSM account. Your member ID number and name will auto-populate from your Blue Access for Members account when you first register for Learn to Live. After you're registered, single sign-on is enabled through Blue Access for Members.

Learn to Live assessments, programs and resources can be accessed from your personal computer or mobile device. An internet connection, smartphone, tablet or computer are needed to utilize Learn to Live programs and services. It works on any device – Android, iOS, PC, MAC, laptop or tablet.

Your dependents aged 13-17 will be able to create their own account through a custom URL. Your eligible dependents do not need to use your account to access Learn to Live programs. Your eligible dependent can access the program through a direct link on the HealthSelect of Texas webpage or you can provide their information on the sign-up page. You will need to provide your dependent's first and last name and email address. An email will then be sent to the email address you provide and includes a direct link for your dependent to finish the registration. After your dependent is registered, they will be able to access Learn to Live via their browser or from any other compatible device.

What information is needed to enroll?

You will need to provide your health plan member ID, first and last name, date of birth, email address, gender and ZIP code during the registration process. You will also need to create a password. In order to enroll, you will need to accept the privacy policy and subscription agreement.

What type of program topics are offered?

Learn to Live provides online, coach-supported programs to help people overcome depression, insomnia, panic, stress, anxiety and worry, social anxiety and substance use. The resiliency program is available for those looking to build optimism and gratitude.

When you register, you are encouraged to complete an initial assessment to tailor your experience in Learn to Live. Depending on your responses, you will be enrolled in the most appropriate program(s) within Learn to Live. Your progress is measured based on responses to the assessment(s). You can also choose to skip the initial assessment and navigate directly to your preferred program.

What languages are available on the Learn to Live platform?

English and Spanish are available on the Learn to Live platform.

What languages are supported by Learn to Live coaches?

English and Spanish are supported by Learn to Live coaches.

How long is the program?

Once enrolled, you can use the programs and services until you have met your personal goals. The programs are self-guided, meaning that you can start and stop at any time. Participants typically engage with Learn to Live programs for approximately three months, and some see gains after the completion of just one lesson.

What if I leave my job?

If you are no longer enrolled in a HealthSelect medical plan through ERS, you will no longer have access to the Learn to Live benefit or resources.

What happens if a participant is identified as “in crisis”?

If a participant is currently working with a Learn to Live coach and indicates self-harm or other crisis, their Learn to Live coach will send a message to a BCBSTX clinician. Learn to Live coaches can help the participant manage the identified crisis and can provide appropriate resources.

Learn to Live coaches communicate directly with BCBSTX clinicians. BCBSTX clinicians receive notifications from Learn to Live coaches when a participant needs to be connected to BCBSTX. BCBSTX clinicians receive referrals alerts, safety message alerts and crisis alerts.

What ways does the Learn to Live program encourage participants to complete their programs?

Participants typically get better results when they have encouragement and support, so there are several ways the Learn to Live portal promotes engagement after you enroll in the program.

1. **Emails:** Learn to Live sends emails to encourage you to log in and continue your program. Monthly emails also serve as a reminder of the program.
2. **Text messages:** You can sign up for mindfulness text messages, which encourage you to log in to Learn to Live.
3. **Coaching program:** Learn to Live coaches help nudge you to continue your program.
4. **Teammates:** You can also add one or two friends or family members as “teammates” in your account for extra support. Teammates can help keep you motivated and accountable for completing your program(s).

What types of communications will I get from Learn to Live after registering for the program?

Once you register for Learn to Live, you will automatically receive a monthly email about general mental health information and education about working with a Learn to Live coach if you’re not already working with one. This email also includes information about upcoming live webinars. You can opt out of the monthly email if you wish.

You can also sign up to get “Mindfulness Moments” via text message, which allows Learn to Live to send text messages with positivity, quick tips and research-driven exercises to boost mood. Text messages may also nudge you to sign in to your account and continue your program. You’ll need sign up for Mindfulness Moments text messages but can opt out later at any time.

What is coaching?

Learn to Live coaches offer support to challenge and encourage you to reach your goals by using the strategies within the Learn to Live programs based on fundamentals of CBT. Learn to Live’s customized coach assignment model is designed to match you to a best-fit Learn to Live coach based on your preferences and your answers to the coaching questionnaire. Learn to Live coaches can help you adopt skills, set goals and create new habits while tailoring the program strategies to meet your individual needs. Coaches will have access to your Coaching Questionnaire responses, lesson progress, assessment scores and sleep tracker information.

Learn to Live coaches have various clinical credentials including Licensed Clinical Professional Counselor (LPCC), Licensed Alcohol and Drug Counselor (LADC), Master of Education (M.Ed.), Licensed Clinical Mental Health Counselor Associate (LCMHCA), Licensed Medical Social Worker (LMSW), Licensed Social Worker (LSW), Licensed Acupuncturist (LAC), and/or Medical Assistant (M.A). Coaches are located across the U. S.

How do I connect with a coach?

Once you are logged in to your Learn to Live account, click “Coach” in the top navigation bar. You’ll then get more details about coaching and can click “Get Started” to proceed. Upon submitting the Coaching Questionnaire, a Learn to Live coach will reach out to you to discuss next steps.

How do I interact with a coach?

You can communicate with a coach via brief phone calls, email or text message, depending on your preferred method of communication. Coaches will work with you to find a method and pace for communication, typically one session per week. Participants often work with a coach for approximately three months. As the program is self-paced, you are encouraged to connect with your coach if you would like additional program support and guidance. Coaches are available 24/7 through pre-scheduled 10- to 15-minute appointments only.

How do I reach customer support?

If you have questions about your coverage or medical plan eligibility, you can call a Blue Cross and Blue Shield of Texas (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. If you have questions that are technical in nature, BCBSTX Personal Health Assistants or care management clinicians may transfer you to Learn to Live customer support.

Once the Learn to Live program launches on Sept. 1, 2024, you will also be able to reach out directly to Learn to Live customer support if you have questions that are technical in nature. You can either call Learn to Live customer support or click on “Contact Us” in the upper navigation bar within the portal and choose “Support” as the type of assistance you are needing.