



We should be taking care of our health both inside and out. This month we want to focus on breaking down the levels of care and types of providers available to you under your HealthSelectSM medical plan benefits.

Primary care provider (PCP): If you’re unsure about what care would be appropriate based on your condition, a good first step is to reach out to your PCP. Referrals are not required for mental health services, but your PCP might be able to help you find the best type of mental health provider for your concerns.

In-office mental health visit with a specialist: Counselors, therapists, psychologists and psychiatrists all may offer mental health care, but only psychiatrists or mental health nurse practitioners can prescribe medication. Check with your provider to see if they offer a telemedicine option.

Mental health Virtual Visits: Virtual Visits offer a convenient option for accessing mental health care. Consult a licensed mental health professional any day of the week online. A mental health Virtual Visit is similar to an outpatient visit to a mental health provider’s office but the visit is conducted online.

If you are experiencing a crisis situation and need immediate help, please consider the following resources:

If your situation is life-threatening, call 911 or go to a hospital emergency room.

988 Suicide & Crisis Lifeline: You can access the national 988 Suicide & Crisis Lifeline by calling or texting 988 or through online chat at www.988lifeline.org. Trained counselors are available to listen, provide support and connect those in need to resources 24 hours a day, seven days a week. For TTY users: dial 711 then 988 or use your preferred relay service.

24/7 Mental Health Line: Call **(800) 252-8039 (TTY:711)**, ask to speak to a mental health clinician, or follow the prompts to get help with a mental health or substance use issue 24 hours a day, seven days a week.

Questions?

If you have any questions about your mental health benefits or need help finding a provider, call a Blue Cross and Blue Shield of Texas 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.

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