



## 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<sup>SM</sup> 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**° and **Doctor On Demand**°. 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**<sup>sm</sup>: 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.



### **MDLIVE**

#### **Doctor On Demand**

doctorondemand.com

(800) 997-6196 (TTY: 711)

### MDLIVE

mdlive.com/healthselect

(800) 770-4622 (TTY: 711)

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