



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 HealthSelectSM benefits can put him on a path to better managing stress and improving his mental health.

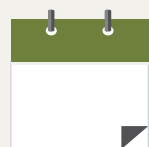
Sam's three steps for seeking help:



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[®], HealthSelectSM Out-of- State and HealthSelectSM Secondary:** No cost.
- **Consumer Directed HealthSelectSM:** 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.



Doctor On Demand

doctorondemand.com

(800) 997-6196 (TTY: 711)



MDLIVE

mdlive.com/healthselect

(800) 770-4622 (TTY: 711)

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