

HealthSelect^{of Texas}

CONSUMER DIRECTED
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IT'S OKAY TO NEED HELP



Take care of your mental health to cope with what life brings your way.

If you struggle with thoughts or feelings that make it harder to get through your day, you're not alone. About half of the people in the U.S. will suffer from a mental health issue at some point in their lives according to the Centers for Disease Control and Prevention.

Care from a mental health expert can help you manage your emotions and deal with challenges.

Mental health is just as important as physical health.

HealthSelect of Texas[®] medical plans, including Consumer Directed HealthSelectSM, cover mental health care, including therapy and medicines that can help. You and your covered dependents have access to care management clinicians, mental health Virtual Visits and office visits and other resources.

For more information about mental health resources, 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.

Resources for Your Mental Well-Being

Mental health Virtual Visits

Consult with a licensed mental health professional any day of the week online. Mental health Virtual Visits are video conference appointments through either **Doctor On Demand**® or **MDLIVE**®. You must make appointments in advance. Appointments are typically available within five to seven days, but could take up to two weeks. Mental health Virtual Visits have the same copay, or deductibles and coinsurance, if your plan has these, as in-office mental health visits. To find benefit details, visit the HealthSelect website.

Get started by creating an account on doctorondemand.com or mdlive.com/healthselect using the information on your medical ID card.

Care management

The care management program gives you access to a team of dedicated medical and mental health clinicians who can help you with all types of health concerns. Mental health clinicians are available by phone to provide extra support and guidance for substance use issues, anger management, anxiety, depression, domestic violence, grief, post-traumatic stress disorder and stress. Care management is available to you at no out-of-pocket cost.

To connect with a care management clinician, call **(800) 252-8039 (TTY:711)**, Monday – Friday, between 8 a.m. and 6:30 p.m. CT., and ask a BCBSTX Personal Health Assistant who can connect you. A clinician from the care management program may contact you first if you meet certain diagnosis criteria.

Well onTarget®

The **Well onTarget** participant portal has tools and resources to help you with both your physical and mental health. Trackers and self-management programs are tools that can help you cope with many common stressors. Connect with a wellness coach for more personalized guidance.

You can access Well onTarget through Blue Access for MembersSM or through the “AlwaysOn Wellness app on compatible Android and Apple devices.

Support when you need it

If you have a life-threatening emergency, call 911 or go to the nearest emergency room.

If you or your covered dependents are facing non-life-threatening mental health or substance use issues, you can speak with a mental health clinician 24 hours a day, seven days a week by calling **(800) 252-8039 (TTY:711)**; the same number you call for medical and mental health benefits questions.

AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide digital health management for members with coverage through BCBSTX.

MDLIVE and Doctor On Demand operate subject to state regulations and may not be available in certain states. MDLIVE and Doctor On Demand are not insurance products nor prescription fulfillment warehouses. MDLIVE and Doctor On Demand do not guarantee that a prescription will be written. MDLIVE and Doctor On Demand do not prescribe DEA-controlled substances, nontherapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE and Doctor On Demand providers reserve the right to deny care for potential misuse of services. Doctor on Demand, an independent company, and MDLIVE, a separate company, operates and administers the telemedicine and Virtual Visits program for Blue Cross and Blue Shield of Texas. MDLIVE and Doctor on Demand are solely responsible for its operations and for those of its contracted providers.

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. Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. The telemedicine services made available through Doctor On Demand are provided by licensed providers practicing within a group of independently owned professional practices collectively known as “Doctor On Demand Professionals.” These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any provider, mental health or other healthcare provider services.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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