

HealthSelect<sup>SM</sup>  
of Texas<sup>®</sup>

CONSUMER DIRECTED  
HealthSelect<sup>SM</sup>

# 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 hard for you to get through the day, you're not alone. About half of all 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<sup>SM</sup> medical plans, including Consumer Directed HealthSelect<sup>SM</sup>, cover mental health care, including therapy and medicines. 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. If you are enrolled in HealthSelect of Texas®, HealthSelect<sup>SM</sup> Out-of-State or HealthSelect<sup>SM</sup> Secondary, mental health Virtual Visits through Doctor on Demand and MDLIVE are covered at 100%. This means you will pay nothing for medical and mental health Virtual Visits. If you are enrolled in Consumer Directed HealthSelect, you will pay 20% of the allowable amount after meeting the annual deductible. To find benefit details, visit the HealthSelect website.

Get started by creating an account on [doctorondemand.com](https://www.doctorondemand.com) or [mdlive.com/healthselect](https://www.mdlive.com/healthselect) using the information on your medical ID card.

### Mental health telemedicine

In addition to mental health care Virtual Visits through Doctor on Demand and MDLIVE, your mental health provider may offer telemedicine visits. HealthSelect plans cover telemedicine visits with in-network providers at the same benefit level as in-person visits to in-network mental health providers.

Advantages include:

- Convenient care when you need it
- No transportation barriers or long commutes
- Less disruption to your day
- You don't have to find childcare
- No time spent in waiting rooms

### Care management

The care management program gives you access to a team of dedicated medical and mental health clinicians. 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 to speak to a care management clinician. A clinician from the care management program may reach out to you if you've been diagnosed with certain conditions.

### 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.

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. MDLIVE, a separate company, and Doctor on Demand, an independent company, have contracted with Blue Cross and Blue Shield of Texas to administer the Virtual Visits programs for members of BCBSTX. These third-party vendors are solely responsible for their operations and contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

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