



# BEHAVIORAL HEALTH, Care for your whole self

It's normal to experience ups and downs in life, but when your emotions or behaviors start to impact your relationships or your health, it's time to take action.

Behavioral health conditions – like depression, anxiety, ADHD, trauma or overuse of drugs or alcohol – can strain your family, your job, even your finances.

You don't have to go through it alone. Your primary care provider (PCP), behavioral health specialists in your community and our nurse advocates are here to help.

Behavioral health is part of your total health, so take good care of yourself. And please reach out if you need support. Your team is ready and waiting.

**1 in 5** Americans will experience a behavioral health disorder in a given year.<sup>1</sup>

## Possible Signs of a Problem



### Physical signs:

- + Feeling tired, low energy
- + Difficulty sleeping/sleep changes
- + Appetite changes
- + Decline in personal care/hygiene
- + Odd or uncharacteristic behavior



### Emotional signs:

- + Feeling sad
- + Excessive fears or worries
- + Withdrawal from friends or previously enjoyed activities
- + Difficulty with regular tasks, changes in grades/work performance
- + Anger or irritability

**Note:** Check your benefit booklet or go to [BlueConnectNC.com](https://www.blueconnectnc.com) for more information on your coverage and costs.

\* You don't need a referral from your PCP to see a behavioral health specialist, but it helps to have your team connected and sharing information to get the best care for your total health.

## HOW DO I GET HELP?

Talk to your primary care provider – he or she can address your concerns in the office or refer you to a behavioral health provider.\*

Access our Blue Connect<sup>SM</sup> member site to find an in-network provider: Look under Medical Specialties: Behavioral/Mental Health and select *Psychologist, Psychiatrist, Social Worker, Therapist, Substance Abuse Facility or Counselor.*

Call Blue Cross NC at **1-800-359-2422**. We will help connect you to a high-quality behavioral health provider or program.

Use your Employee Assistance Program (EAP), if available.<sup>2</sup>

Access therapy or medication management through your telehealth benefit, if available.<sup>3</sup>

If you are in crisis, call the National Suicide Prevention Lifeline: **1-800-273-8255**.<sup>4</sup>



# GIVING PROVIDERS THE TOOLS TO HELP YOU

## The right care when you need it

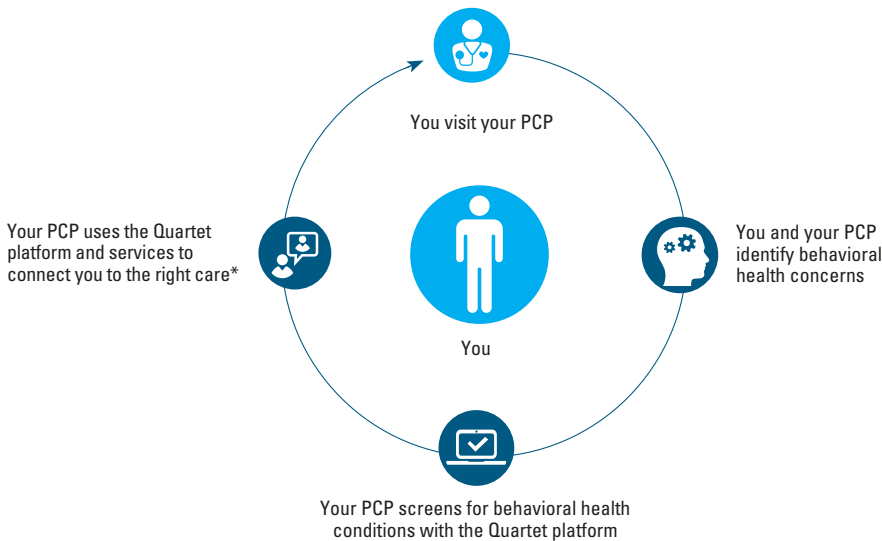
Close to **70%** of people with a behavioral health disorder also have a physical health condition.<sup>5</sup>

Behavioral health conditions are related to physical health problems, and each often contributes to the other. We're working with your PCP and behavioral health providers to help you address your whole health by making coordination of care – about you – easier.

One of the ways we do this is by giving PCPs access to **Quartet**, a platform and service to connect you to the behavioral health services you need at the right time.

You can seek counseling or other care from a behavioral health provider at any time without a referral, but your PCP is there to help you manage your total health, including behavioral health conditions. Here's how it works with Quartet.

### Getting Care Through Quartet



\* The right care when it's right for you might mean your PCP addresses your concerns in the office, refers you to a community-based therapist or psychiatrist or even connects you to virtual therapy you can access from your smartphone or computer. You do not need a referral from your PCP to seek help. Our nurse advocates can also help you find in-network behavioral health services using Quartet.

### Supporting Your Good Health

The Blue Premier<sup>SM</sup> Behavioral Health program rewards providers who give you quick access to care, coordinate with your PCP and succeed in helping you feel better mentally and physically so you can get back to living your best life.

Your total health is our highest priority.

1 Blue Cross Blue Shield Association, [bcbs.com/sites/default/files/file-attachments/health-of-america-report/HoA\\_Major\\_Depression\\_Report.pdf](https://www.bcbs.com/sites/default/files/file-attachments/health-of-america-report/HoA_Major_Depression_Report.pdf).

2 EAP is a confidential, voluntary, work-based program that offers free counseling for work related and/or personal problems. Ask your employer if there's an EAP program where you work.

3 Telehealth offers virtual consults with doctors, counselors, psychiatrists or other health professionals via video, phone or mobile app. Ask your employer if this program is available through your plan.

4 Learn more and get help on the National Suicide Prevention Lifeline website: [suicidepreventionlifeline.org/](https://www.suicidepreventionlifeline.org/). The National Suicide Prevention Lifeline is a 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. The Lifeline is offered by the Suicide Prevention Resource Center. Neither Blue Cross NC nor the Blue Cross and Blue Shield Association (BCBSA) recommends, endorses, warrants or guarantees any specific result or service provided by another organization.

5 American Hospital Association (AHA). Trendwatch. Increasing Access to Behavioral Health Care Advances Value for Patients, Providers and Communities. May 2019. [aha.org/system/files/media/file/2019/05/aha-trendwatch-behavioral-health-2019.pdf](https://www.aha.org/system/files/media/file/2019/05/aha-trendwatch-behavioral-health-2019.pdf).

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