



Behavioral Health Services for Blue KC Members

We're not just minds and bodies. We're human beings. Yet there is often a distinction made between physical and behavioral health. One that includes stigma, silence, and confusion around getting help for things like stress, depression, anxiety, or substance use.

As if these problems had nothing to do with how we feel physically. Yet, in real life anxiety isn't just a worry and we can't just paint a happy face on depression. These and other issues have an impact on our health, our relationships, our jobs and our everyday lives.

That's why **Blue Cross and Blue Shield of Kansas City** (Blue KC) is dedicated to thinking differently about coverage and care, going beyond the traditional definition of insurance to impact the health of our members. So, whether your reason feels too small for anyone else to care or your reason feels too big to handle – we are here.

What is behavioral health?

The American Medical Association states behavioral health generally refers to mental health and substance use disorders, life stressors and crises, and stress-related physical symptoms. Behavioral healthcare refers to the prevention, diagnosis and treatment of those conditions.



Our focus is on empowering and inspiring members—equipping them with practical information and access to different resources they may find helpful.

To learn more visit
[BlueKC.com/BH](https://www.bluekc.com/BH)



Connect with a Mindful Advocate Today

Blue KC is committed to delivering the right care at the right time in the appropriate setting.

For questions regarding behavioral health benefits, members can call the behavioral health number located on their Blue KC member ID card or call a **Mindful Advocate** at **833-302-MIND (6463)**.

When asked for their reason for calling, members should say **"Mindful"** to connect with a Mindful Advocate for help.

> See next page for more information on Mindful Advocates.

Blue KC members have access to behavioral healthcare services included in their health plans like:

24/7 Mindful Advocate Support

One phone call can match members to the right care and services. In a unique role to Blue KC health plans, there is a **Mindful Advocate** available to help members **24/7**. A Mindful Advocate can provide in-the-moment support, and help members find a behavioral health provider, understand their behavioral health benefits and services, access online tools, and connect with virtual care options specific to the member's behavioral health needs.

- > To reach a **Mindful Advocate**, members can call the behavioral health number on their member ID card or call **833-302-MIND (6436)**. When asked for their reason for calling, members should say "**Mindful**" to connect with a Mindful Advocate for help.

Online Tools for Wellbeing and Resilience

Learn to Live offers 24/7 access to self-directed digital cognitive behavioral health therapy programs designed to help people live better lives by addressing some of the most common behavioral health challenges, including social anxiety; depression; stress, anxiety and worry; panic; insomnia; and substance use with a consistent focus on mindfulness. Learn to Live also offers 24/7 live clinical coaching via phone, email and text, available in English and Spanish.

- > To access **Learn to Live**, members can sign into their member account at **MyBlueKC.com** (click on Plan Benefits, Behavioral Health, Mindful Programs and Tools). Follow the instructions and prompts to access Learn to Live programming.

Virtual Care

Members struggling with anxiety, depression, PTSD, bipolar disorder, or grief/bereavement and more can use the **MyBlueKC mobile app** to schedule a virtual* therapy appointment, and receive medication management guidance from licensed psychiatrists, and more.

- > To schedule an appointment, members can sign into their member account at **MyBlueKC.com**, download the **MyBlueKC app** in the Google Play or Apple store or visit **BlueKCVirtualCare.com**.

Members also have access to **BetterHelp** and may be eligible for three well-being visits at no additional cost.** Well-being visits are most appropriate for short-term challenges like stress and work-life balance support. **If eligible and after the three well-being sessions, members would be responsible to pay out of pocket at a discounted rate for a well-being subscription if they wish to continue with BetterHelp. The well-being subscription is not a health plan benefit and is not reimbursable.**

- > To discuss eligibility and **BetterHelp** services members **must** call the behavioral health number on their member ID card. When asked for their reason for calling, members should say "**Mindful**" to connect with a Mindful Advocate for help.

Crisis and emergency care hotlines:



988 Suicide & Crisis Lifeline

Call or text **988** to speak or connect with a trained crisis counselor for any behavioral health need including thoughts of suicide, substance use, or emotional distress. Chat is also available at **988lifeline.org/chat**.

Visit **988lifeline.org** for more information.



Emergency Assistance

Call **911** for an emergency situation that requires immediate assistance from the police, fire department or ambulance.

Visit **911.gov** for more information.



Domestic Violence

Call **1-800-799-SAFE (7233)** or text "**START**" to **88788** for crisis intervention and information for victims of domestic violence and those calling on their behalf.

Visit **thehotline.org** for more information.

Psychotherapy or Group Counseling, Inpatient and Outpatient Rehabilitation or Medication Assisted Treatment

- > For help identifying services* included in their health plan, members should sign into their member account at [MyBlueKC.com](https://www.MyBlueKC.com) or call the behavioral health number on their member ID card. When asked for their reason for calling, members should say “**Mindful**” to connect with a Mindful Advocate for help.

Primary Care Providers, Therapists, Psychologists, and Psychiatrists

Locate providers* that help identify and treat mental health conditions. Members have two ways to connect to the right kind of care:

1. Call the behavioral health number on their member ID card to find an in-network provider that best fits their needs by type and specialty. When asked for their reason for calling, members should say “**Mindful**” to connect with a Mindful Advocate for help.
2. Sign in to their member account at [MyBlueKC.com](https://www.MyBlueKC.com), then go to “Find Care” and sort by type and specialty to find an in-network provider that best fits their needs.

Digital Program on Prevention and Treatment of Substance Use Disorder

Members have access to a digital program called **Just Five** which delivers five-minute lessons on the most important concepts and facts regarding a substance use disorder, who is at risk, ways to protect themselves and others from opioids, and more.

- > To access **Just Five**, members can sign into their member account at [MyBlueKC.com](https://www.MyBlueKC.com) (click on Plan Benefits, Behavioral Health, Mindful Programs and Services) or call the behavioral health number on their member ID card. When asked for their reason for calling, members should say “**Mindful**” to connect with a Mindful Advocate for help.

Expedited Access Network

Members experiencing an urgent behavioral health need have priority access to a behavioral health appointment through a curated **Expedited Access Network*** (EAN). Normal cost-sharing and out-of-pocket maximum limits apply.

- > Members can call the behavioral health number on their member ID card to talk with a Mindful Advocate about accessing the **EAN** for urgent behavioral health support. When asked for their reason for calling, members should say “**Mindful**” to connect with a Mindful Advocate for help.



Tools for Employer Groups

Blue KC offers virtual and in-person training sessions at no additional cost to employer groups.**

Visit [BlueKC.com](https://www.BlueKC.com), click on Employers and then “Employer Resources” and “Employer Training” to access the training catalog. Once you are ready to schedule a training session email MindfulTraining@BlueKC.com.

Training covers a variety of topics including:

- Emotional well-being
- Misuse of alcohol and other substances, psychological safety
- Suicide awareness and prevention
- Workplace well-being and more.

*Coverage for your mental health care services depends on your health plan benefits and may be subject to your plan's deductible.

**For costs and further details of the coverage, including exclusions, any reductions or limitations and the terms under which the policy may be continued in force, see your insurance producer or write Blue KC.

For details about your coverage, please review your Blue KC certificate, which outlines the benefits, exclusions, responsibilities, rights and other important information related to your health insurance plan. To view your current Blue KC contract/certificate, or to print a copy of your Summary of Benefits and Coverage, visit [MyBlueKC.com](https://www.MyBlueKC.com) and click on Plan Benefits.