



# Helping you find the right care

For mental health and substance use disorders



## Why treatment matters

Your mental well-being is just as important as your physical well-being. Mental health and substance use disorders are medical conditions that are often chronic—and there are treatments for these disorders just as there may be for diabetes and heart disease.

Blue Cross & Blue Shield of Rhode Island (BCBSRI) and our network of providers can help you feel better and live your best life. You can receive help for mental health and substance use concerns, such as:

- Mood disorders
- Anxiety disorders
- Attention deficit disorders
- Bipolar disorder
- Depression
- Eating disorders
- Medication, anger, and stress management
- Schizophrenia and other psychotic disorders
- Substance use/addiction
- Coping with grief and loss

These providers treat mental health and substance use disorders:

**Psychiatrist** – A licensed physician who specializes in preventing, diagnosing, and treating mental illness. Psychiatrists can prescribe psychiatric medications.

**Psychologist** – A licensed mental health professional who has received advanced education and training to work with mild or severe psychological issues. Psychologists can also perform psychological testing. They do not prescribe medications.

**Counselor** – A licensed mental health professional—such as a social worker, mental health counselor, or marriage and family therapist—who evaluates and treats common life stressors and mild to moderate mood disorders. Counselors do not prescribe medications.

**Clinical Nurse Specialist** – An advanced practice nurse who specializes in treating mental health disorders. A clinical nurse specialist is able to prescribe medication.

Counseling can be part of a healthy lifestyle, so don't wait until there is a crisis to seek help. Talk to your primary care provider about any symptoms you are feeling.

## Programs and services available with your BCBSRI plan

Your provider can recommend a treatment plan that will work best for you. It may include the programs and services described below, which are covered by your BCBSRI plan.

### Individual treatment

#### Office visits

*For members with less severe symptoms*

- Visits with psychiatrists, psychologists, and counselors

### Individual and group treatment

#### Intensive outpatient programs

*For members who would benefit from learning to manage their health in a structured environment*

- Typically three days per week, three to four hours per day
- Less restrictive than partial hospitalization or inpatient care, enabling member to continue work/school
- May include the member's family

#### Partial hospitalization programs

*For members at risk for hospitalization or who were recently hospitalized*

- Typically five days per week, five hours per day
- No overnight stay required

#### Residential care

*For members who need additional support to be able to manage their symptoms and live in the community*

- Typically a short-term stay in a residential setting close to a member's home until they stabilize and can return to the community
- Option for members who don't need 24/7 care

#### Inpatient care

*For members in crisis or who have severe symptoms*

- 24/7 care in a hospital setting, typically lasting a few days
- Daily visits by a team of professionals

## Specialized programs

In addition to your traditional benefits, BCBSRI has partnered with community providers to offer the specialized programs described below.

### HealthPath\*

*For members at risk for hospitalization or who were recently hospitalized*

BCBSRI members receive services from their healthcare team, which may include a case manager, psychiatrist, therapist, and other healthcare professionals. Services can be received at HealthPath offices, the member's home, or over the phone. This program is offered in collaboration with BCBSRI and Care New England.

### Peer Recovery Coaching

*For members with substance use disorders*

Through this program, members work with a peer recovery coach—a person who is in recovery from an alcohol or drug use disorder and has been through extensive training to provide support to others struggling with recovery. BCBSRI is collaborating with Anchor Recovery to provide this service to BCBSRI members.

### Outpatient Detoxification Program

*For members who do not require an inpatient setting*

This Butler Hospital program meets the needs of members who don't need round-the-clock care, but who are at high risk for relapse and require medical supervision to safely manage symptoms and start their recovery.

### Mindful Teen Program

*For teenage members who are experiencing significant emotional issues affecting their quality of life and are at risk of hospitalization*

Offered at Bradley Hospital, this program provides teens with the necessary skills to manage their emotions, tolerate distress, and deal with stress more effectively. It also gives teens the chance to practice these skills in their lives outside of treatment.

### Medication-Assisted Treatment

*For adult members requiring comprehensive services to facilitate recovery from opioid use disorders*

This outpatient program offers structured and intensive services—including medication-assisted treatment, counseling, and care management—to allow members to maintain recovery in a less intensive treatment program than a hospital setting.

\*This program is not available to members with BlueCHIP for Medicare or Plan 65.

Coverage and cost sharing varies depending on the plan. To see your plan's specific coverage and costs, please refer to the Subscriber Agreement or contact the number on your member ID card.

## HOW TO GET THE HELP YOU NEED

### For questions about your benefits, claims, and eligibility

Please see the back of this brochure for contact information.

### To find a provider or receive ongoing support

Call the 24-hour **BCBSRI Behavioral Health Line** at **1-800-274-2958**. (In an emergency situation, always call **911**.) You'll talk with a mental health and substance use disorder professional who will help you find the care you need, provide education and support, and coordinate your care with different healthcare professionals. This service is offered in collaboration with Beacon Health Options, at no extra cost through your plan.





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## Have a question about your coverage?

### For all members except BlueCHiP for Medicare

Please log in to your account at **bcbsri.com** or call Customer Service at **(401) 459-5000** or **1-800-639-2227**. Our hours are:

- Monday through Friday, 8:00 a.m. to 8:00 p.m.;  
Saturday and Sunday, 8:00 a.m. to noon

### For members with BlueCHiP for Medicare

Please log in to your account at **bcbsri.com/Medicare** or call the Medicare Concierge Team at **(401) 277-2958** or **1-800-267-0439 (TTY: 711)**. Our hours are:

- **April 1 to September 30:** Monday through Friday, from 8:00 a.m. to 8:00 p.m.; Saturday and Sunday, from 8:00 a.m. to noon.
- **October 1 to March 31:** 7 days a week, from 8:00 a.m. to 8:00 p.m.

You can use our automated answering machine outside of these hours.



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