

MENTAL HEALTH

Understanding Mental Health Care

of Tennessee



A good first step in improving your mental health is knowing it's OK to ask for help. And asking for help can be easier if you know what to expect.

What kind of conditions does my plan cover?

Your health plan includes benefits for common mental health conditions including:

- Mood disorders, like bipolar disorder and major depression
- Anxiety
- Schizophrenia and related conditions
- Obsessive-compulsive disorder and related conditions
- Substance use disorders
- Post-traumatic stress disorder and everyday stress
- Eating disorders like anorexia, bulimia and binge eating

What will treatment be like?

There are several different approaches to mental health care. Depending on your needs, a mental health specialist may recommend:

- Alternative approaches like yoga, tai chi and other physical activity, meditation and/or journaling to complement other treatments while boosting mood, reducing anxiety, and offsetting medication side effects like weight gain and fatigue.
- Therapy to help you work through emotions and help create coping skills for ongoing or new challenges.
- Virtual therapy and/or self-guided online options like Teladoc Health® and CareTN to connect you virtually with a mental health specialist or coach. Call us for more information on those programs.
- Medications to help regulate your emotions and improve your symptoms.

What if I need extra care?

If routine outpatient treatment isn't enough, you have more in-depth options, too.

- Intensive outpatient programs (IOPs) usually meet three to four times a week for 3 hours per session.
- Partial hospitalization programs (PHPs) typically involve 5-6 hour sessions, four to five days per week, and include medication checks and management.
- Residential programs are 24/7 facility-based programs for people with complex conditions.
- Acute inpatient care is 24/7 hospital-based treatment, typically for people who need help with immediate, life-threatening conditions.

Who will be helping me?

Several different kinds of experts are available to help with mental health conditions. Which kind of provider you work with will depend on your needs.

- Social workers and counselors provide counseling or talk therapy.
- Psychologists offer counseling, therapy and other care, as well as testing to diagnose mental health conditions.
- Psychiatrists are medical doctors with specialized training in mental health who can prescribe medicine.



How do I get started?

If your options seem overwhelming, give us a call at **1-800-818-8581**. We can let you know which programs are included in your health plan, find mental health providers in your network and more.

BlueCross BlueShield of Tennessee

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[1] Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2))

ATTENTION: If you speak English, free language assistance services and appropriate auxiliary aids and services are available to you. Please call the Member Service number on the back of your Member ID card or 1-800-565-9140 (TTY: 1-800-848-0298).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma, así como ayudas y servicios auxiliares adecuados. Llame al número de Servicio de atención a miembros que figura en el reverso de su tarjeta de identificación de miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

انتباه: إذا كنت تتحدث العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية والخدمات والأدوات المساعدة المناسبة. يُرجى الاتصال برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو الخاص بك أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298)

注意：如果您說中文，我們提供免費的語言協助服務，以及適當的輔助協助和服務。請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140（聽障專線 (TTY)：1-800-848-0298）。

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