



Virtual Care

Private and confidential virtual mental health care

With **Virtual Care** by Teladoc Health®, you can have virtual visits with licensed therapists, psychologists, social workers and counselors, and U.S. board-certified psychiatrists from the comfort of home at a convenient time. This option provides ongoing support for stressful situations or issues such as grief, anxiety and depression.

This is in addition to the 24/7 virtual urgent care you have with Virtual Care.

Mental health visits are available by appointment with many providers offering extended hours, including nights and weekends. Appointments are available from 7 a.m. to 9 p.m., seven days a week.

Therapy is available for members ages 13 and up. Psychiatry is available for members ages 18 and up.

Mental health visits cost the same out of pocket as behavioral health visits, according to your health plan. You'll see your cost before you start your visit.

SCHEDULE AN APPOINTMENT

Visit bcbsm.com/virtualcare for a link to download the Teladoc Health app.



Family members ages 18 and older will need to create their own Virtual Care account. When updating or creating your account, be sure to choose your plan name and enter your member ID so your coverage is applied correctly. If you have questions or would like to arrange a telephone visit, call **1-855-838-6628**.

**READY
TO HELP**



Virtual Care provides routine psychological and psychiatric treatment. Virtual Care does not provide treatment for complex mental health and substance use disorder conditions. All Virtual Care services from Teladoc Health are separate from virtual care other providers may offer. Remember to follow up with your primary care provider. Your plan may have copayments, deductibles and out-of-pocket costs.

Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Feeling stressed?
Overwhelmed?
Exhausted?



AbleTo can help.

AbleTo is a virtual behavioral health provider contracted with your health plan that offers convenient and confidential mental health care to meet you where you are. AbleTo includes access to over 2,400 licensed therapists nationwide.

AbleTo providers offer:



An eight-week evidence-based cognitive behavioral therapy program



Personalized care for symptoms of depression, anxiety, stress and more



Weekly one-on-one sessions that last up to 60 minutes

AbleTo services:



Are available to members 18 and older



Are subject to your health plan's behavioral health virtual visit out-of-pocket costs*



Offer digital tools and resources to support you between sessions

*To verify your out-of-pocket costs, call the Customer Service number on the back of your Blue Cross Blue Shield of Michigan or Blue Care Network member ID card or check your member account at [bcbasm.com](https://www.bcbasm.com).



How to get started.

- Visit ableto.com/bcbsm.^{**}
- Click *Get Started*, and then answer a few questions. You'll receive a personalized recommendation based on your responses.
- Schedule your initial consultation with a licensed therapist of your choice.
- Your program will be tailored based on your personal care needs, medical history and preferences.

Visit ableto.com/bcbsm or scan the QR code below to learn more.

^{**}Blue Cross Blue Shield of Michigan and Blue Care Network don't own or control this website.

AbleTo is an independent company contracted by Blue Cross Blue Shield of Michigan to provide behavioral health services for BCBSM and BCN members.



Scan me.



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Easy access to outpatient behavioral health care

*Dealing with a mental health or a substance use concern isn't easy.
Finding the right care should be.*

Whether you're dealing with anxiety, depression or other mental health concerns, or having difficulty controlling the use of legal or illegal drugs or alcohol, we're ready to help.

Your Blue Cross Blue Shield of Michigan or Blue Care Network plan now includes Quartet — a free resource that can help you and eligible family members 18 and older, living in Michigan, easily connect to outpatient behavioral health care.

Getting started is easy as 1, 2, 3.

1 Complete an assessment.

Answer a few questions online or by phone so Quartet can understand your needs.

- **Online:** Visit quartethealth.com/get-care/MI/BCBSM or scan the QR code.*
- **By phone:** Call 1-877-258-4010 from 9 a.m. to 6 p.m. Eastern time.



2 Get help finding the perfect provider match.

Quartet will provide you with a list of behavioral health providers to choose from, such as a psychologist, psychiatrist or clinical social worker, based on your preferences, personal needs and health plan benefits.

3 Make an appointment**

Choose the provider you'd like to see and schedule an appointment. Quartet will reach out one week after the initial appointment to make sure the provider is a good fit and re-match if necessary.

Let Quartet do the legwork to easily connect you to the care you need.

*Blue Cross Blue Shield of Michigan and Blue Care Network don't own or control the Quartet website. Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan to provide behavioral health services for Blue Cross Blue Shield of Michigan and Blue Care Network members.

**Subject to health plan cost share for outpatient behavioral health visits.

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Help in times of crisis



People with mental health conditions often don't receive the appropriate response when experiencing a crisis. We're here to help people in crisis — and their families — get the right care when needed.

Crisis care options

Somewhere for immediate help

Psychiatric urgent care: This option offers emergency and urgent walk-in and virtual care to address immediate assessment and treatment needs for patients that can't wait for routine outpatient treatment.

Someone to respond

Mobile crisis: This option offers emergency mobile mental health assessment and intervention for adults and children in immediate crisis. A mobile unit can be deployed to a home, office or any other community-based location of the individual in crisis.

A place to go

Crisis stabilization: A 24/7 recovery-oriented crisis center that offers emergency assessment, intervention and stabilization for urgent and emergent situations.

A place to recover

Crisis residential: This option offers short-term residential crisis treatment for adults ready to actively participate in recovery.

Someone to talk to

If you need help getting started, call the Mental Health and Substance Abuse number on the back of your member ID card. If you have an immediate crisis, call the Suicide and Crisis Lifeline at **988** or **1-800-273-8255**.

Visit bcbsm.com/crisiscare to find crisis care options near you.



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