



# 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—but there are treatments for these disorders just as there are for diabetes or heart disease.

## Help is available

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

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

## How to get the help you need

**In an emergency situation, always call 911.** For non-emergency care, you can seek in-person services.

In a crisis situation, Behavioral Health Link (BH Link) could help. BH Link is a 24 hours a day, seven days a week crisis facility that offers immediate assistance to adult members experiencing a behavioral health crisis. A team of registered nurses, counselors, psychiatrists, phone screeners, and peer specialists provide innovative crisis intervention services for up to 23 hours, followed by connection to ongoing treatment if needed.

**Call BH Link at (401) 414-LINK (5465).**

### Kids' Link RI

Kids' Link RI is available 24 hours a day, seven days a week to help triage children and youth in need of mental health services and refer them to treatment providers.

**Call Kids' Link RI at 1-855-543-5465.**

### BCBSRI Behavioral Health Line

To find a provider or receive ongoing support, call the **BCBSRI Behavioral Health Line** at **1-800-274-2958**.

You'll be able to speak with an experienced mental health and substance use care manager who will help you find the care you need, provide education and support, and coordinate your care with different healthcare professionals. You can also email **BHclinicalOps@bcbsri.org** for assistance.



## Programs and services available with your BCBSRI health 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*

- Typically once a week, although provider may suggest a different schedule
- 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 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
- Crisis Stabilization Unit (CSU): CSU provides short-term care for members who are experiencing an acute psychiatric and/or substance use crisis.



## Specialized programs

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

### CHILD AND FAMILY INTENSIVE SERVICES (CFIT)\*

*A home- and community-based program for children with moderate to severe psychiatric conditions*

- Members in the CFIT program receive ongoing emergency/crisis evaluations, psychiatric assessment, medication evaluation and management, case management, psychiatric nursing services, and individual, group, and family therapy.

### 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 (CNE).

### 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.

### 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.

### PEER RECOVERY COACHING\*

*For members with substance use disorders*

- Peer recovery coaches are individuals in recovery from an alcohol or drug use disorder who have been through extensive training to provide support to others struggling with recovery. BCBSRI is collaborating with various community agencies to provide this service to BCBSRI members.

For more information about these programs and services, call the BCBSRI Behavioral Health Line at **1-800-274-2958** or email us at **BHClinicalOps@bcbsri.org**.

\*This program is not available to members with Medicare Advantage 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.

## Finding the right provider for you

There are many different healthcare providers who can treat mental health and substance use disorders. The services they offer—especially as it relates to medication—will vary, depending on their professional role and licensing.

**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. Don't wait until there is a crisis to seek help. Talk to your primary care provider (PCP) about any symptoms you are feeling.**



## Have a question about your coverage?

### For all members except Medicare Advantage

Please log in to your myBCBSRI account or call the customer service number listed on your card.

#### **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 Medicare Advantage

Please log in to your myBCBSRI account or call the Medicare Concierge team at **(401) 277-2958** or **1-800-267-0439** (TTY: 711).

#### **Our hours are:**

Monday through Friday, 8:00 a.m. to 8:00 p.m.; Saturday, 8:00 a.m. to noon.  
(Open seven days a week, 8:00 a.m. to 8:00 p.m., October 1 - March 31.)

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





**IT'S WHAT  
WE LIVE FOR<sup>SM</sup>**



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