

Take Advantage of Our Behavioral Health Care Resources

Behavioral health conditions can be difficult to identify and treat. That's why, as PAREXEL's Health Care Partner, Blue Cross Blue Shield of Massachusetts offers behavioral health case management programs and behavioral health visits through Well Connection, formerly known as Amwell. These simple and effective resources are designed to help if you or a family member is struggling with a condition.

Get Personalized Care with Behavioral Health Case Management

Our case management programs for behavioral health conditions are designed to support the care you receive from your doctor, and are available at no additional cost. Our case managers work together with your doctor to ensure you get the care you need—and that it's cost-effective.

Our case management programs include:

Continuity of Care Program

After a discharge from a behavioral health inpatient facility, one of our case managers will reach out to make sure the aftercare plan instructions are clear. Walking through the plan together may reduce the risk of being readmitted to the hospital.

Complex Behavioral Management Program

This program provides ongoing support and helps manage chronic behavioral health conditions.

Depression Case Management Program

For those that have been diagnosed with depression, this program provides educational resources to help manage symptoms.

Substance Use Disorder Program

This program is designed for those who are recovering from a drug or alcohol use disorder. We work together with inpatient facilities in Massachusetts to help members maintain recovery, identify any barriers or gaps in care, provide education about the disease and treatment options, and offer support in following a treatment plan.

How to Enroll

If you're identified—by us or by a doctor—as someone who may benefit from one of these programs, we'll reach out to you by mail or by phone.

To find out if you're eligible for the behavioral health case management program, call **1-888-883-8970**, Monday through Thursday, 8:30 a.m. to 8:00 p.m. and Friday, 8:30 a.m. to 4:30 p.m. ET.

Use Well Connection Anytime, Anywhere

Our Amwell Service has changed to Well Connection. Well Connection lets you see licensed doctors and providers using live video visits on your smartphone, tablet, or computer. You can schedule appointments and see behavioral health professionals anywhere in the United States, whether at home, at work, or on vacation. It's a simple, convenient way to get care.

You can use Well Connection for:

- Depression
- Anxiety
- Sleep disorders
- Substance use disorders
- Trauma
- Child behavior
- Bereavement
- Couples therapy
- Stress
- Divorce

How It Works

1. Download the app, or visit wellconnection.com
2. Create an account or log in
3. Select Behavioral Health
4. Schedule an appointment

Once you've set up an appointment, simply log in to Well Connection before the scheduled time to start the visit.



Real Doctors. Real Doctor Visits.

Well Connection doctors are rated 4.8 out of 5 stars by our members¹ and average 15 years of experience.

Additional Resources

Whether you need to find a therapist or just have questions about your health, take advantage of these additional resources.

Find a Doctor

You can use our Find a Doctor & Estimate Costs tool to search for behavioral health professionals by name, specialty, or location. You can even search for providers who offer video visit services. Follow these simple steps:

1. Go to bluecrossma.com/findadoctor and log in
2. Select **Medical Care**, and then **Behavioral Health**
3. Choose the type of care you want to search for

Blue Care[®] Line

If you have questions about your health, you can talk to a professionally trained, registered nurse 24 hours a day, 7 days a week. The Blue Care Line is a quick way to get your questions answered and find out your options for getting care.

ahealthyme[®]

You can visit ahealthyme for behavioral health articles, risk assessments, and support. Read about the latest behavioral health news or get information on common conditions by going to ahealthyme.com, and then selecting Behavioral Health in the drop-down menu under Health Centers.

ComPsych[®] GuidanceResources[®] Online

This service, available through PAREXEL's Employee Assistance Program, allows you to have six face-to-face meetings with a behavioral health professional at no additional cost. For more information, go to guidanceresources.com (Password: PXLEAP) or call 1-888-327-4235 or TDD: 1-800-697-0353.

1. Source: American Well. AmWell TeleHealth Report, February 2018. Patient Satisfaction Survey Data, compiled December 2 017-February 2018.

Questions?

If you have any questions, call Member Service at the number on the front of your ID card.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID Card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).



MASSACHUSETTS

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