

All TRS-ActiveCare plans include mental health benefits | view in [Web Browser](#)




Hello,

We're letting you know about a new email going to participants later this week. This email is the second in our mental health campaign. It encourages participants to address their mental health concerns and informs them about their benefits.


See the information below so you can answer any questions that come your way.

Participants May Ignore Mental Health Issues

According to the Centers for Disease Control, **40% of U.S. adults said they were struggling with mental health or substance abuse issues in 2020.** Symptoms of anxiety and depression were exceptionally high. **Here's another staggering fact:**



The average delay between when mental health issues begin and when people finally get treatment is 11 years!



That's a long time to suffer needlessly.

Participants Have Mental Health Benefits

There's no reason to put off getting mental health care. Participants can get treated for anxiety, depression, and many other mental health conditions through their TRS-ActiveCare plan. Here's how:

FIND A PROVIDER
 Participants can find an in-network therapist or other mental health provider by calling a Personal Health Guide (PHG) at **1-866-355-5999**, 24 hours a day, seven days a week, or using the BCBSTX App, available in the [Apple App Store](#) and [Google Play Store](#).

SEE A THERAPIST OR PSYCHIATRIST
 TRS-ActiveCare covers mental health care at the same rate as medical care. Copay and coinsurance information is available [here](#).

MAKE A VIRTUAL APPOINTMENT
 Participants can check with their current in-network therapist or psychiatrist to see if they offer appointments online or over the phone. Mental health care is also a click or call away through [Teladoc](#).

Your employees will want to keep in mind that **staying in the network will always keep out-of-pocket costs down.** Some plans don't cover out-of-network care at all unless it's a real emergency.

Depending on the service, **participants may also need prior authorization.**

If participants are having a mental health crisis, they should seek help right away.

If they're in danger of hurting themselves or someone else, they should call the National Suicide Prevention Lifeline at **1-800-273-8255**, anytime, day or night. They can also connect with a PHG, day or night, to get help. They'll want to make sure to let the PHG know they're having a mental health crisis to get the right kind of assistance.

They can also call the Substance Abuse and Mental Health Services Administration (SAMHSA) national hotline, 24 hours a day, seven days a week, at **1-800-662-HELP (4357)** for mental health and substance abuse treatment referrals and information.

There are additional mental health resources, including information about depression and anxiety, on our [Mental Health webpage](#).

Participants can also access [Well onTarget](#). This interactive program has resources about mental health, including tips for finding a provider and videos and articles about conditions like depression and anxiety.

Sincerely,
 The TRS-ActiveCare Team

www.bcbstx.com/trsactivecareba

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