


It's OK to need support.

You wouldn't leave a physical injury untreated, and your behavioral health is no different. It's important to focus on your full health, both mind and body, to be healthy. There is no shame in getting the help you need and deserve.



Behavioral health resources for Student BlueSM

Type	Name	Purpose	Cost	Contact
Health Insurance Member Services	Blue Cross and Blue Shield of North Carolina (Blue Cross NC) plan	Provides help finding in-network behavioral health providers and programs.	No cost.	 Call the Mental Health phone number on the back of your member ID card. Or call 1-888-351-8283.
Behavioral Health Provider Referral	Care Navigation	Personalized help finding the right behavioral health provider for your specific needs – and we'll help you schedule an appointment.	No cost.	Call 1-800-755-0798, Monday through Friday from 8:00 a.m. to 6:00 p.m. ET, or complete the self-referral form . If a Care Navigator team member is not available at the time of the call, there will be an option to leave a voicemail. A team member will contact you.
Behavioral Health Urgent Care – Telehealth	Behavioral Health On Demand	Help getting a virtual appointment for urgent needs – even the same day.	Based on plan benefit.	To schedule an appointment, call 1-855-442-4580, send an email to telehealth@mindpath.com or visit www.mindpath.com/ondemand/ .
National Services	988 Suicide & Crisis Lifeline	The 988 Lifeline provides 24/7, free and confidential support for people in distress.	No cost.	Call or text 988, or chat at 988lifeline.org .

Behavioral health resources for Student BlueSM

Type	Name	Purpose	Cost	Contact
Behavioral Health Case Management Support	Behavioral Health Total Care	One-on-one support for you or a family member with a serious mental illness and/or substance use disorder. Behavioral health staff helps you get the care you need quickly to avoid inpatient treatment or hospital stays.	No cost. Member eligibility is based on claims history. Referrals do not apply. The program covers the following counties: 1) Greater Charlotte region: Alexander, Anson, Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union; 2) Greater Triangle region: Alamance, Caswell, Chatham, Durham, Franklin, Granville, Johnston, Nash, Orange, Person, Vance, Wake, Warren and Wilson.	You will be contacted by the Behavioral Health Total Care Case Management team. This outreach could be via letter, secure email or phone call depending on your contact preferences.
Telehealth	Mental Health Complete	All services available through digital platform. Plus, members can connect with a licensed therapist 7 days a week; 24/7 access online and via mobile app.	\$10 per telehealth therapy session.	Download the Teladoc [®] Health mobile app, visit Teladochealth.com or call toll free 1-855-549-2214.

For educational purposes only. Decisions regarding care should be made with the advice of a doctor.

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