

# CSB Cares About Your Mental Health and Wellbeing



Make sure you're taking advantage of these benefits and resources, available to you via **Independence Administrators**. Independence Administrators offers a variety of resources to help members get behavioral health care and support quickly.

## Behavioral Health Care

### Do you need help finding behavioral health care?

Call **800-778-2119**, which is the Mental Health number located on the back of your member ID card, to reach our Behavioral Health team. The Behavioral Health team can guide you to the information or care you need.

Our Behavioral Health Care Advocates can directly schedule or connect you to an in-network behavioral health provider so you can get care quickly – usually within a week.

Independence Administrators works with several **in-network behavioral health providers** that offer fast access, are culturally responsive, and provide high-quality care for:

- General mental health issues, such as anxiety, depression, and stress
- Specialty behavioral health conditions, including care for children, substance use disorders, eating disorders, obsessive-compulsive disorder, and bipolar disorder

Our Behavioral Health team also includes **Behavioral Health Clinical Triage Case Managers** who can quickly guide you to the right behavioral health care. These licensed clinical staff specialize in:

- Clinical assessment to understand your needs and provide information about treatment options
- Finding in-network care, including identifying and directly connecting you with a provider that meets your specific needs to help you get care quickly
- Providing in-the-moment support during tough times, including crisis management
- Connecting you to resources for ongoing support, including case management

## Shatterproof Treatment Atlas

### Support for finding addiction treatment facilities

Finding addiction treatment can feel overwhelming. That's because one size doesn't fit all when it comes to finding the best care for your needs. Shatterproof's Treatment Atlas can help you find and compare treatment facilities.

### Understand what type of treatment is needed

Complete a brief and anonymous set of questions that offers initial guidance on the most appropriate level of care and recommendations for additional treatment services.

### Find and compare treatment facilities

The Atlas tool contains a comprehensive list of addiction treatment providers, including hospital-based inpatient facilities, residential facilities, and intensive outpatient services. When searching for care on Atlas, you can filter results by location, specific treatment services offered, languages spoken, and more.

### Getting started

To get started, visit [treatmentatlas.org](https://treatmentatlas.org). You can also call the Mental Health number on the back of your member ID card to connect with a Behavioral Health Care Advocate, who can help you search for in-network facilities. They can also send you the link to the tool by email.

Additional Independence Administrators resources are outlined on the following page:

## Mental Health Coaching

### Available through Teladoc Health

Benefits-eligible employees/dependents enrolled in a Conner Strong & Bucklelew medical plan have access to Teladoc mental/behavioral health telemedicine services. With Mental Health Coaching you'll feel empowered with:

- **A personalized plan:** Answer a series of questions and you'll get a plan designed just for you.
- **Digital content and resources:** Explore self-guided activities and tools based on your goals and needs.
- **In-the-moment tools:** Calm yourself down, shift your thinking, get inspired, and feel more hopeful.
- **Additional support:** You can access care when you need it, whether in-person or virtually, through the Teladoc app.

### Telebehavioral Health member cost per consult:

- **HSA-High Deductible Health Plan:** Member pays 100% (based on fair market value) up until plan deductible is met, then member pays \$10 per consult
- **Core and Buy-Up Plan:** Member pays \$10 copay per consult

### How to get started:

Visit [www.teladochealth.com](http://www.teladochealth.com). Once registered, download the Teladoc mobile app, visit the website, or call **800-835-2362** to get care today.

## Independence Administrators Connect to Care Network

### Available to members enrolled in an Independence Administrators medical plan

The Connect to Care Network includes providers with a national reach offering high-quality care and resources for a range of behavioral health conditions. Call **800-778-2119** (located on the back of your ID card) to speak with a Behavioral Health Care Advocate.

You may also visit [ibxtpa.com/providerfinder](http://ibxtpa.com/providerfinder) to review all network Connect to Care behavioral health providers and resources.

### Expanded support tailored to your needs

In addition to general mental health resources, specialized support is available for children and adolescents, substance use disorders, and other areas of specialty care.

**Click here** to explore the Connect to Care Directory and find providers categorized by specialty, ages treated, and convenient locations.



### For Immediate Assistance

Here are resources that can help if you are in a crisis:

- Suicide and Crisis Lifeline: Call or text **988**, available 24/7.
- Veterans Crisis Line: Call **1-800-273-8255**, then press 1, or chat online at [veteranscrisisline.net](http://veteranscrisisline.net).



For more behavioral health digital resources, log in at [myibxtpabenefits.com](http://myibxtpabenefits.com) and refer to the Health Journeys section.