

MENTAL HEALTH & WELLBEING RESOURCES

Independence Administrators

Make sure you are 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. **These resources are available to employees and dependents enrolled in a Conner Strong & Buckelew medical plan. Additional IA resources are outlined on the following page.**

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 because one size does not 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. 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.

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.



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These resources are available to employees and dependents enrolled in a CSB medical plan.

Teladoc Mental Health Support

Benefit eligible employees and dependents enrolled in a Conner Strong & Buckelew medical plan can access Teladoc's telebehavioral and mental health services.

- Telebehavioral and Mental Health:** Connect with a counselor or psychiatrist via phone, video, or app from home. Appointments are available within 3 to 5 days, with occasional next-day options.
- Support is available for conditions such as **anxiety, depression, trauma, chronic pain, and substance use**. Get the care you need, when you need it.

Telebehavioral and mental health consults through Teladoc are covered 100% under all three medical plans—no member cost share.

How to get started:

Visit 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

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 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.

Scan the QR code to explore the Connect to Care Directory and find providers categorized by specialty, ages treated, and convenient locations.



Spring Health



Eligible employees and dependents enrolled in a Conner Strong & Buckelew medical plan can access Spring Health, an in-network mental health provider. Spring Health offers services such as therapy, medication management, care navigation, and crisis support for anxiety, depression, stress, and trauma.

- Medication Management:** Meet with a psychiatrist or nurse practitioner.
- Care Navigation:** Get personalized guidance from a licensed Care Navigator.
- Crisis Support:** Receive help determining the best next steps.

Members can book appointments directly through Spring Health, entering your insurance details (first and last name, DOB, gender, state, insurance carrier, and ID number), or through the Independence Blue Cross provider directory. Most appointments are available within 24 to 48 hours, with virtual and in-person options available.

Member cost share per visit:

- HSA-Qualified HDHP:** Plan pays 80% after deductible
- Core Plan:** \$40 copay
- Buy-Up Plan:** \$30 copay

Members can also access **Spring Health Moments**—a library of 1,000+ on-demand videos, audio exercises, and articles—at no cost. Based on proven techniques like cognitive behavioral therapy, Moments offers quick relief and lasting skills for better mental health. Available anytime through the Spring Health app or website, topics include anxiety, depression, burnout, parenting, insomnia, neurodiversity, and more.

How to get started:

Visit benefits.springhealth.com/insurance/ibx to sign up. Once registered, download the Spring Health mobile app, visit the website, or call **855-448-5790**.