

# Helping you with lower costs, more care providers, and easier access to behavioral healthcare



## Because mental health is part of your overall well-being

It's important to get the right support for behavioral health issues.



### Youth suicide rates

Suicide is the 2nd leading cause of death for children between 10 and 14 years of age in the U.S., and 12th overall.<sup>1</sup>



### Complex needs

21.5M U.S. adults experience both mental illness and a substance use disorder.<sup>2</sup>



### Primary care impact

Employees experiencing mental distress use an average of nearly \$3,000 more in healthcare services per year than their peers.<sup>3</sup>

## We are here to help

If you or a loved one needs help with a mental health or substance use issue, you're not alone. Through your Anthem benefits, you can quickly find expert, compassionate, and confidential care — often at lower or no extra cost. You have access to a wide range of programs and services online, on the phone, in person, or through video — whatever is most convenient for you.

### Virtual visits

You can schedule virtual visits with psychologists and therapists within seven days using our Sydney<sup>SM</sup> Health app — half the time needed for scheduling in-person appointments.<sup>4</sup>

90% of individuals were able to find all the behavioral healthcare they needed in the last 12 months.<sup>5</sup>

## Enhancing behavioral health support in New Hampshire



### Reduced copays

Providing lower copays for virtual and in-person care.



### Expanded networks

Using larger networks with more than 100 care providers added through Caredon Behavioral Health and more LiveHealth Online virtual care providers.<sup>6</sup>



### Providing support

Offering innovative whole-health programs and services that provide support to children, teens, and adults — with virtual or in-person options.



### Specialized benefits

Including eating disorder treatment, Autism Spectrum Disorder family outreach, Behavioral Health Case Management, child/adolescent/family/guardian outreach, Emotional Wellbeing Resources, and virtual care through LiveHealth Online.

## Our caring team helps you find the right support

If you have questions about your benefits or need help finding a behavioral health professional or program, [chat with us live on the Sydney<sup>SM</sup> Health app](#) or [anthem.com](#), or call Member Services at the number on your health plan ID card.



Download our **Sydney Health** app or sign up at [anthem.com](#). Scan the QR code using your phone's camera.

For help with ...	This program is available	How to access
General behavioral health and severe anxiety, depression, trauma, and substance use.	<a href="#">Aspire365</a> brings personalized, at-home mental health and substance use treatment to people ages 12 and older over a 12-month period. The program works around your schedule, providing 24/7 clinical support, telehealth and in-person visits, and access to community group sessions.	<b>Aspire365: virtual and in home</b> Visit <a href="#">Find Care</a> at <a href="#">anthem.com</a> . Learn more at <a href="#">aspire-365.com</a> .
Substance use disorders such as opioid and alcohol.	<a href="#">Aware Recovery Care</a> provides long-term substance use treatment, including withdrawal management, medication-assisted treatment, and care and support in the privacy and security of your home.	<b>Aware Recovery Care: virtual</b> Visit <a href="#">Find Care</a> at <a href="#">anthem.com</a> . Learn more at <a href="#">awarerecoverycare.com</a> .
General behavioral health, chronic pain, eating disorders, and substance use disorders such as opioid and alcohol.	<a href="#">Bright Heart Health</a> provides on-demand, virtual treatment (with medication assistance) for those over 18 from a multidisciplinary team of experts to address general and specialized behavioral health conditions.	<b>Bright Heart Health: virtual</b> Visit <a href="#">brighthousehealth.com</a> .
General behavioral health, anxiety, and obsessive-compulsive disorder (OCD) in children and adolescents ages 7 to 22.	<a href="#">InStride Health</a> integrates clinical expertise, coaching, and support into daily life to engage kids and teens every step of the way. The virtual nature of the approach adds flexibility in supporting the needs of busy families, and has been proven to be just as helpful as in-person treatment for those with anxiety and OCD.	<b>InStride Health: virtual</b> Visit <a href="#">Find Care</a> at <a href="#">anthem.com</a> . Learn more at <a href="#">instride.health</a> .
General mental and behavioral health issues such as depression, relationship management, family conflict, chronic illness, anger management, childhood abuse, mood disorders, trauma, and grief.	<a href="#">Talkspace</a> offers video, text, and phone sessions for individuals, teens, and couples to connect with a licensed therapist through live sessions, ongoing messaging, or both. Specializing in more than 150 behavioral health conditions, treatment approaches, and mental health needs, the program helps individuals process thoughts and feelings, understand motivations, and develop coping strategies.	<b>Talkspace: virtual</b> Visit <a href="#">talkspace.com</a> .

1 National Institute of Mental Health. *Suicide* (May 2023). [nimh.nih.gov](#).

2 Substance Abuse and Mental Health Services Administration. *Key Substance Use and Mental Health Indicators in the United States: Results from the 2022 National Survey on Drug Use and Health* (November 2023). <https://www.samhsa.gov/data/sites/default/files/reports/rpt42731/2022-rsd4h-nmr.pdf>.

3 National Safety Council and the National Opinion Research Center at the University of Chicago. *New Mental Health Cost Calculator Shows Why Investing in Mental Health is Good for Business* (May 13, 2021). [nsc.org](#).

4 Appointments subject to availability. Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

5 Internal data: Behavioral Health Case Management Member Satisfaction Survey, Q1-Q3 2022.

6 Internal data: Caredon Behavioral Health, 2022.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You also may receive a bill for any charges not covered by your health plan.

Virtual text and video visits powered by K Health. LiveHealth Online is the trade name of Caredon Health Solutions, Inc., a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield. Sydney Health is offered through an arrangement with CareMarket, Inc., a separate company offering mobile application services on behalf of your health plan.

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