



CALIFORNIA'S VALUED TRUST

Healthcare Benefits for the Education Community



Getting the Mental Healthcare You Need Know Your CVT Benefits

Getting the Help You Need

Anxiety. Depression. Substance abuse.

Behavioral health conditions can influence your physical well-being. Our bodies and minds work as one. That's why CVT health plans offer mental health and substance abuse benefits as part of our medical plans.

Mental health services include assessment, treatment, and support for a variety of mental, emotional, and substance use conditions. Plan networks of behavioral health providers can help you or your loved ones deal with conditions such as depression, anxiety, eating disorders and drug or alcohol dependence. So whether you are a PPO or an HMO plan member, where to get help is provided here.

Questions? Just give **CVT Member Services Department** a call at **(800) 288-9870** and a representative can help you.

PPO Plans

Anthem Blue Cross® and Blue Shield of California® PPO Plans

Whether your PPO plan uses the Anthem Blue Cross or Blue Shield of California network of behavioral health providers, there is help for you or your loved ones to deal with conditions such as depression, anxiety, eating disorders and drug or alcohol dependence. You do not need a referral to see a behavioral health provider, but most hospital services must be pre-approved by Anthem or Blue Shield.

Finding an Anthem PPO Provider

To find an Anthem participating provider, register at anthem.com/ca, and select "Find a Doctor." If you'd prefer to search as a Guest, be sure to select the PPO (Prudent Buyer) plan and the "Behavioral Health" option on the following page.

Questions? Call **Anthem's Dedicated Customer Service Unit** for CVT members at **(800) 234-4333**.

Finding a Blue Shield PPO Provider

To find a Blue Shield participating provider, go to blueshieldca.com/networkppo (PPO Shared Advantage plans with Blue Shield of California network for mental health).

Questions? Call **HealthComp** at **(800) 442-7247** for help finding a provider. HealthComp is the claims administrator for CVT's Blue Shield PPO health plans.

EMERGENCY HELP

If you think you have a medical or psychiatric emergency, call **911** or go to the nearest Emergency Department.

An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.



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HMO Plans

Kaiser Permanente® HMO Plans

Adult mental health. Child and Adolescent mental health. Addiction and recovery. Emotional wellness.

Kaiser Permanente offers a resource hub for mental health and wellness at kp.org/mentalhealth. It's got a lot of great information, tools, and support for members, and it's designed to help members connect to care, learn about their treatment options and more.

Additionally, Kaiser created findyourwords.org to help people talk about mental health without fear and judgement, ask for help if they need it and help others when they can. Kaiser also has a sister site in Spanish, encuentraquedecir.org. Kaiser hopes to help create a culture of acceptance and support and to help end the stigma for good.

Northern California members should call the Kaiser Permanente Member Service Contact Center at (800) 464-4000 and Southern California members should call (800) 900-3277 or 711 (TTY), 24 hours a day, 7 days a week (closed on holidays). They can help you access crisis intervention and guidance, get referrals and connect to many other resources. You do not need a referral to access mental health services.

Anthem Blue Cross HMO Plans

Your Anthem HMO plan provides coverage for inpatient and outpatient mental health and substance abuse care.

Whenever you need non-emergency mental health or substance abuse care, call Anthem Customer Service at (800) 234-4333 for immediate assistance or help finding a network provider. You can also find a provider online by going to anthem.com/ca.

Blue Shield of California HMO Plans

Your Blue Shield of California HMO health plan provides coverage for inpatient and outpatient mental health and substance abuse care through an agreement with Blue Shield's mental health service administrator (MHSA).

Whenever you need non-emergency mental health or substance abuse care, call (877) 263-9952 for immediate assistance or help finding a network provider. You can also find a provider online by going to the Find a Doctor section of blueshieldca.com/networkhmo (HMO plans with MHSA network for mental health).

Need help or have a question?
Call CVT's Member Services Department
at (800) 288-9870 for assistance.

Additional Services

MDLIVE® Behavioral Health For PPO Members

CVT offers PPO members (non-Medicare) MDLIVE Behavioral Health, virtual behavioral health services that give you access to caring, compassionate counselors and psychiatrists. These are secure, private video sessions with an experienced counselor or psychiatrist who is licensed in your state.

These services can help address depression, anxiety, life transitions, trauma and loss, substance use, relationships and more. Signing up is free and you only pay per consult. In most cases, Behavioral Health consultation fees are the same as your physician office visit. E-prescriptions can be sent to your local pharmacy, if required.

Start today by calling (888) 632-2738 or registering at mdlive.com/cvt.

ConsumerMedical® is Your Medical Ally For PPO Members

All active and non-Medicare retiree members have access to ConsumerMedical. It's a free service that provides high-touch, and expert medical guidance for any condition. The support is confidential, one-on-one and will help members make informed decisions about their care. Working with a team of physicians, nurses and other healthcare professionals, you can get assistance with understanding your medical condition and options, even identify the most qualified doctors and hospitals in your region.

To learn more about this free program, call toll-free (888) 361-3944 or visit myconsumermedical.com. To register, enter company code CVT.

Beacon Health Options – Employee Assistance Program (EAP) For PPO and HMO Members

The Beacon Health Options EAP is provided at no cost to all CVT subscribers with medical coverage. Employees and their family members can talk one-on-one with an experienced, licensed counselor for support with stress management, strengthening relationships, work/life balance, grief and loss and more.

Each covered member is eligible for up to six free counseling sessions per benefit year (with a maximum of two courses of treatment). Clinical assistance is available 24/7 and your conversation is strictly confidential in accordance with federal and state laws.

Call for confidential support or information any time, day or night at (877) 397-1032 to be connected to an EAP counselor. Members must call Beacon Health Options for a referral and authorization prior to receiving services. Claims will not be paid without an authorization. To find a service provider in your area or access online resources go to achievesolutions.net/cvt.



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-288-9870.
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 800-288-9870。