

Plan options abound for help with emotional and behavioral health



**Stephanie
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OptumHealthsm Behavioral Health Solutions provides help for life's challenges when you are enrolled in our High Option Plan.

No matter what you face in life, here at the Plan we want to ensure you receive the best value for your health care dollars. One of the ways to achieve this goal would be choosing an in-network provider to use mental health and substance abuse services. Although you do have the option of choosing an out-of-network provider, the cost could increase, and you will not receive deeper provider discounts.

With Optum[®], members have access to more than 167,000 in-network clinicians and 3,000 in-network facilities in more than 5,300 locations nationwide. These in-network providers are easy to locate 24 hours a day, seven days-a-week by either using our online provider locator or by calling Optum's toll-free number at 877-468-1016.

We do understand that mental and emotional well-being is essential to overall health. Positive mental health allows you to realize your full potential, cope with the stresses of life, work productively and make meaningful contributions to your community. Optum, a recognized leader specializing in provider behavioral health care and substance use services, provides our mental health and substance use benefits.

High Option—Optum

Taking advantage of these services can help you manage a wide range of mental health and substance use conditions, including abuse and domestic violence, depression, phobias, addictions, eating disorders, Alzheimer's and dementia, obesity, schizophrenia, anxiety, obsessions and compulsions, stress, autism, personality disorders, traumatic brain injury (TBI) and bipolar disorder.

By visiting our website at nalcbbp.org and clicking the "Member Resources" link and then the "OptumHealth" link, you can access many of Optum's resources. These include informative articles, interactive self-help programs and more.

In-network providers provide the best value for your health care dollar and are easy to locate 24 hours a day, seven days a week by using either the online provider locator or by calling Optum's toll-free number at 877-468-1016.

Substance Use Disorder (SUD) Program—This program offers assistance in finding in-network providers and treat-

ment options, and provides education about the SUD condition. Optum's Substance Use Treatment Helpline that is available 24/7 to our members. You have immediate access to a licensed clinician at all times. The clinician can arrange for an almost immediate face-to-face evaluation with an in-network expert who can create a unique care strategy. Better outcomes occur when you have a clear, individualized treatment plan within your community. Call Optum[®] at 855-780-5955 to speak with a licensed clinician who can guide you to an in-network treatment provider or treatment center.

Substance Use Disorder Care Management Program—

This clinical care management outreach program provides support for individuals affected by substance use readmissions and relapse. Upon readmission or during discharge, qualifying participants are called to complete an introductory call to join the program and are assigned a master's-level clinician to provide phone-based support. This program is designed to develop the best treatment options and the right care.

Consumer Driven and Value Option—Cigna

Good news: Help is also available when you are enrolled in the Consumer Driven or Value Option Health Plan.

Like our High Option Plan, the Cigna Behavioral Health Network allows you to take advantage of services covering a wide range of mental health and substance use conditions, including abuse, depression, alcohol and drug addiction, eating disorders, Alzheimer's and dementia, post-traumatic stress disorder, anxiety, schizophrenia, bipolar disorder and stress.

At mycigna.com, members can easily access treatment resources, interactive self-assessment tools and educational materials.

An online search tool also is available to help you find an in-network clinician. By calling 855-511-1893, you can reach a specialist to help you identify the nature of your problem and match you with an in-network provider who has the appropriate experience to help.

Remember, by choosing an in-network provider when using these mental health and substance use services, you will receive the best benefit.

NALC Health Benefit Plan achieves re-accreditation

The Plan was recently notified by Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) that, because of the Plan's commitment to a high quality of care and full compliance with AAAHC's standards, we have been awarded with a Certificate of Accreditation, effective June 23, 2019, through June 22, 2022.