

Caring for your behavioral health

Get connected to personal support and helpful resources.

Behavioral health is part of your overall well-being. Whether you need help with stress, anxiety, depression, neurodiversity, substance use, or another concern, Independence Blue Cross can connect you to care that fits your needs.

In-network behavioral health care options

Our high-quality network includes therapists, psychiatric providers, specialists, and other behavioral health providers who offer care for a wide range of needs, with in-person and virtual options.

Connect to Care℠ network

The Connect to Care network is comprised of in-network behavioral health providers who are committed to getting our members into care quickly — in as little as 1 – 2 days. The Connect to Care network includes:

- **Support for general mental health**, such as anxiety, depression, and stress
- **Specialty behavioral health care**, including support for substance use disorders, eating disorders, trauma, PTSD, obsessive-compulsive disorder, and bipolar disorder
- **In-person and virtual** appointments
- **Providers for all ages**: Children, adolescents, and adults

Find care with one call

Call **1-800-688-1911**, Monday – Friday, 8 a.m. – 6 p.m. We can help you find the right care and schedule an appointment for you in as little as 1 – 2 days.

Personal support from a specialized team

You don't have to figure out where to start on your own. Call our Behavioral Health Care Navigation team at **1-800-688-1911**, Monday – Friday, 8 a.m. – 6 p.m.

Our team can:

- Match you with an in-network provider
- Provide in-the-moment support
- Schedule your first appointment (in person or virtual)
- Identify any urgent or escalating needs

Depending on your needs, you may also be connected with a case manager. Case managers are clinical team members who can provide personal support and help coordinate your care before, during, or after treatment.

Autism care navigation

If you or a family member is being evaluated for autism or has a new diagnosis, we're here to help. Your family will be paired with a dedicated Autism Care Navigator, who can answer questions, help coordinate care across providers, and connect you with community support and resources. To get started, call **1-800-688-1911**, Monday – Friday, 8 a.m. – 6 p.m.

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Digital tools for behavioral health

Find behavioral health care online

If you prefer to look for care at your own pace, you can use our digital care navigation tool. After you answer a few questions, the tool will show in-network behavioral health providers who may be a good fit.

To get started, log in at ibx.com or use the **IBX app**. Go to *Find the Right Care* (or *Find Care* on the app), select *Mental Health & Substance Use*, and then select *Start Survey*.

Daily mental health resources

Take care of your mental health daily with Self Care from Spring Health. Members have free access to their on-demand resources through the Spring Health website or mobile app, including:

- Short videos and exercises
- Longer programs for more focused support
- Resources for neurodivergent individuals and their families

Self Care covers a wide spectrum of conditions and topics, including burnout, caregiving/parenting, grief and loss, mindfulness, sleep, women's health, and more.

Scan the QR code to sign up for Spring Health and start using Self Care.

Note: You will need to register online before using the Spring Health app.

Spring Health is an independent company.

Shatterproof, a national non-profit dedicated to reversing the addiction crisis in the U.S., is leading the implementation of Shatterproof's Treatment Atlas tool, a quality measurement system for addiction treatment facilities. Shatterproof is an independent company that provides behavioral health services for Independence Blue Cross.

Substance use disorder and addiction treatment

If you or someone you care about needs help with drug, alcohol, or other addictions, support is available. Your plan includes benefits, resources, and in-network providers who specialize in treating substance use disorder and addiction.

Call our Behavioral Health Care Navigation team at **1-800-688-1911**. Our compassionate team can help you understand your options and connect you to in-network care within 48 hours. A behavioral health case manager may also follow up to help support your path forward.

Shatterproof Treatment Atlas tool

Atlas is an online tool that can help you find in-network addiction treatment, including inpatient facilities, residential facilities, and intensive outpatient care. Visit treatmentatlas.org/ibx to use the Atlas tool.

If you need immediate assistance

If you're in emotional distress or thinking about suicide, call or text the Suicide & Crisis Lifeline at **988**. A counselor is available 24/7.

Log in at **ibx.com** for more information about your benefits and additional programs and support available to you.

Independence

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

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