

# Behavioral Health Suite of Services

## Giving members more choice in how they want and need to access services and care

Behavioral Health isn't a one-size-fits-all solution. Each person is unique, so we work to offer a mix of services and solutions. Here is a quick look at our suite of offerings:

 <p><b>Resources for Improved Well-Being</b></p>	<p><b>Resources to Relax &amp; Recharge</b></p> <ul style="list-style-type: none"> <li>Savings on massage therapy, yoga, meditation, and more</li> <li>Available through LifeBalance and ChooseHealthy</li> </ul>	
 <p><b>Self-Management</b></p>	<p><b>Stress Management Health Coaching</b></p> <ul style="list-style-type: none"> <li>One-on-one health coaching sessions</li> <li>Personalized goal setting with manageable steps</li> <li>A program designed to empower members to achieve their health goals</li> </ul>	<p><b>Learn to Live</b></p> <ul style="list-style-type: none"> <li>Self-directed virtual therapy to manage mental well-being</li> <li>One-on-one coaching, mindfulness exercises, and live and on-demand webinars</li> <li>Available at any time within the app</li> </ul>
 <p><b>Telehealth/Virtual</b></p>	<p><b>Behavioral Health Concierge</b></p> <ul style="list-style-type: none"> <li>Quick access to direct care with Providence providers</li> <li>Extended hours 7 a.m. - 8 p.m., seven days week</li> <li>Help with life stressors, mental health, and addiction issues</li> </ul>	<p><b>Talkspace</b></p> <ul style="list-style-type: none"> <li>Telehealth provider of virtual psychotherapy for teens (13+) and adults</li> <li>Be matched to a provider within 48 hours</li> <li>Connect through text, call, or live video</li> <li>Access to therapy, psychiatry,* or both</li> </ul>
 <p><b>Broad Clinical Support</b></p>	<p><b>Behavioral Health Network</b></p> <ul style="list-style-type: none"> <li>Local and nationwide access</li> <li>In-person and virtual services</li> </ul>	<ul style="list-style-type: none"> <li>Age specific care (kids, teens, adults)</li> <li>Access to specialty behavioral health network</li> </ul>
 <p><b>Crisis Care</b></p>	<p><b>24/7 Crisis Line (HUB)</b></p> <ul style="list-style-type: none"> <li>Immediate access 24/7</li> <li>Team trained in crisis triage care</li> <li>Real time referrals</li> </ul>	<p><b>Urgent Care</b></p> <ul style="list-style-type: none"> <li>In-patient and residential care</li> <li>Partial hospital care</li> </ul>

\*Psychiatrists have the ability to prescribe medication

To explore all available options and see how to best access support, visit [ProvidenceHealthPlan.com/BehavioralHealth](https://ProvidenceHealthPlan.com/BehavioralHealth)

# Behavioral Health Resources



Service/Benefit	Where to find it/How to access it
<b>Member Perks: LifeBalance and Choose Healthy</b>	<b>Member Portal</b> <ul style="list-style-type: none"><li>• Login at <a href="https://myProvidence.com">myProvidence.com</a></li><li>• Go to the "My Health" drop down</li><li>• Choose "Member Perks"</li><li>• Follow directions/links from there</li></ul>
<b>Health Coaching</b>	<b>Member Portal</b> <ul style="list-style-type: none"><li>• Login at <a href="https://myProvidence.com">myProvidence.com</a></li><li>• Go to the "My Health" drop down</li><li>• Choose "Member Perks"</li><li>• Follow directions/links from there</li></ul>
<b>Learn to Live</b>	<b>Learn to Live Landing Page</b> <ul style="list-style-type: none"><li>• <a href="https://LearnToLive.com/Welcome/ProvidenceHealthPlan">LearnToLive.com/Welcome/ProvidenceHealthPlan</a></li><li>• Enter code: PHPComm</li><li>• Answer some questions and get suggestions for a program that best fits your needs</li></ul>
<b>Behavioral Health (BH) Concierge</b>	<b>BH Concierge Homepage</b> <ul style="list-style-type: none"><li>• <a href="https://Providence.org/BHC">Providence.org/BHC</a></li><li>• Request an appointment, or call <a href="tel:877-744-9355">877-744-9355</a></li></ul>
<b>Talkspace</b>	<b>Talkspace Landing Page</b> <ul style="list-style-type: none"><li>• <a href="https://Talkspace.com/ProvidenceHealthPlan">Talkspace.com/ProvidenceHealthPlan</a></li><li>• Click "Get Started"</li><li>• Walk through the steps to register, answer some questions, and then Talkspace will work to match you with a provider</li></ul>
<b>Behavioral Health Network</b>	<b>Provider Directory</b> <ul style="list-style-type: none"><li>• Go to the <a href="https://ProvidenceHealthPlan.org/FindAProvider">ProvidenceHealthPlan.org/FindAProvider</a> and search using your Member ID</li><li>• Select "Find a care provider"</li><li>• Select "Mental Health/Substance Use Disorder"</li></ul>
<b>Crisis Care</b>	Call customer service at <a href="tel:503-574-7500">503-574-7500</a> or <a href="tel:800-878-4445">800-878-4445</a> , they will help connect you directly to our clinical department