



# BEHAVIORAL HEALTH, Care for your whole self

It's normal to experience ups and downs in life, but when your emotions or behaviors start to impact your relationships or your health, it's time to take action. Behavioral health conditions – like depression, anxiety, ADHD, trauma or overuse of drugs or alcohol – can strain your family, your job, even your finances.<sup>1</sup>

You don't have to go through it alone. Your primary care provider (PCP), behavioral health specialists in your community and our nurse advocates are here to help. Behavioral health is part of your total health, so take good care of yourself. And please reach out if you need support. Your team is ready and waiting.

## Possible Signs of a Problem



### Physical signs:

- Feeling tired, low energy
- Difficulty sleeping/sleep changes
- Appetite changes
- Decline in personal care/hygiene
- Odd or uncharacteristic behavior



### Emotional signs:

- Feeling sad
- Excessive fears or worries
- Withdrawal from friends or previously enjoyed activities
- Difficulty with regular tasks, changes in grades/work performance
- Anger or irritability

\* You don't need a referral from your PCP to see a behavioral health specialist, but it helps to have your team connected and sharing information to get the best care for your total health.

1 Money and mental health facts and statistics - A money and Mental Health Policy Institute factsheet. Money and Mental Health Policy Institute. (2022, August 10). [www.moneyandmentalhealth.org/money-and-mental-health-facts/](http://www.moneyandmentalhealth.org/money-and-mental-health-facts/) (Accessed May 2023).

2 EAP is a confidential, voluntary, work-based program that offers free counseling for work related and/or personal problems. Ask your employer if there's an EAP program where you work.

3 Telehealth offers virtual consults with doctors, counselors, psychiatrists or other health professionals via video, phone or mobile app. Ask your employer if this program is available through your plan.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

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## HOW DO I GET HELP?



Need help finding an outpatient behavioral health provider? Use our Care Navigation services. **Complete this referral form** to get started. You can also make a referral request by calling **1-800-755-0798** for one of our Behavioral Health Care Navigators to assist you.



Talk to your PCP. They can address your concerns in the office or refer you to a behavioral health provider.\*



**Access our Blue Connect<sup>SM</sup> member site** to find an in-network provider. Search for keywords like: *Psychologist, Psychiatrist, Social Worker, Therapist, Substance Use or Counselor.*



Call the Blue Cross NC Customer Service number on the back of your member ID card. We will help connect you to a high-quality behavioral health provider or program.



Use your Employee Assistance Program (EAP), if available.<sup>2</sup>



Access therapy or psychiatry through your telehealth benefit, if available.<sup>3</sup>

**Note:** Check your benefit booklet or go to [BlueConnectNC.com](http://BlueConnectNC.com) for more information on your coverage and costs.



[BlueCrossNC.com](http://BlueCrossNC.com)



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