



# Behavioral Health

Benefits, resources, and  
tools to take care of your  
mental health

# Behavioral Health

An umbrella term for care that addresses any behavioral problems impacting health.

Includes:

- Mental Health and Substance Use Disorder conditions
- Stress linked physical health symptoms
- Activation and health behaviors

Provided in many care settings by clinicians and coaches or various disciplines.

# Mental Health

Our emotional, psychological, and social well-being.

How we think, feel, and act. Can determine how we handle stress, relate to others, and make choices, is important at every stage of life. Many factors contribute to mental health, including:

- Biological factors, such as genes or brain chemistry
- Life experiences, such as trauma or abuse
- Family history of mental health problems
- Culture of whole-person health

Your Overall Health Includes Both  
Your Physical and Mental Well-being

**Over half (54%)**

**of US adults with a mental illness**  
do not receive treatment<sup>1</sup>

**Major depressive disorder in teens**

**ages 15-17 doubled**

between 2019 and 2022

**People with a chronic physical illness are**

**2x as likely**

to have a behavioral health condition<sup>2</sup>

1. The State of Mental Health in America report, Mental Health America (MHA), 2024

2. Addressing Youth Mental Health Crisis: Key Insights & Actions report, Blue Cross Blue Shield Association (BCBSA), 2025

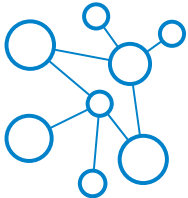


# Behavioral Health Care and Support Available through IBX



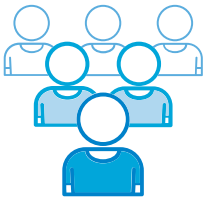
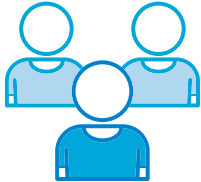
**Self-led digital programs**

**IBX Communications**



**Fast access to in-network providers**

**Care for children and teens**



**IBX Care Navigation Team**

**Substance Use Disorder treatment**



# Finding Care

IBX Behavioral Health Care Navigation team

## Our team can:

Match you with an in-network provider who fits your specific needs and schedule an appointment with them, in **as quickly as 1-2 days**

- General mental health
- Child, adolescent, and teen care
- Specialty care (OCD, eating disorders, etc.)
- Substance use disorders

---

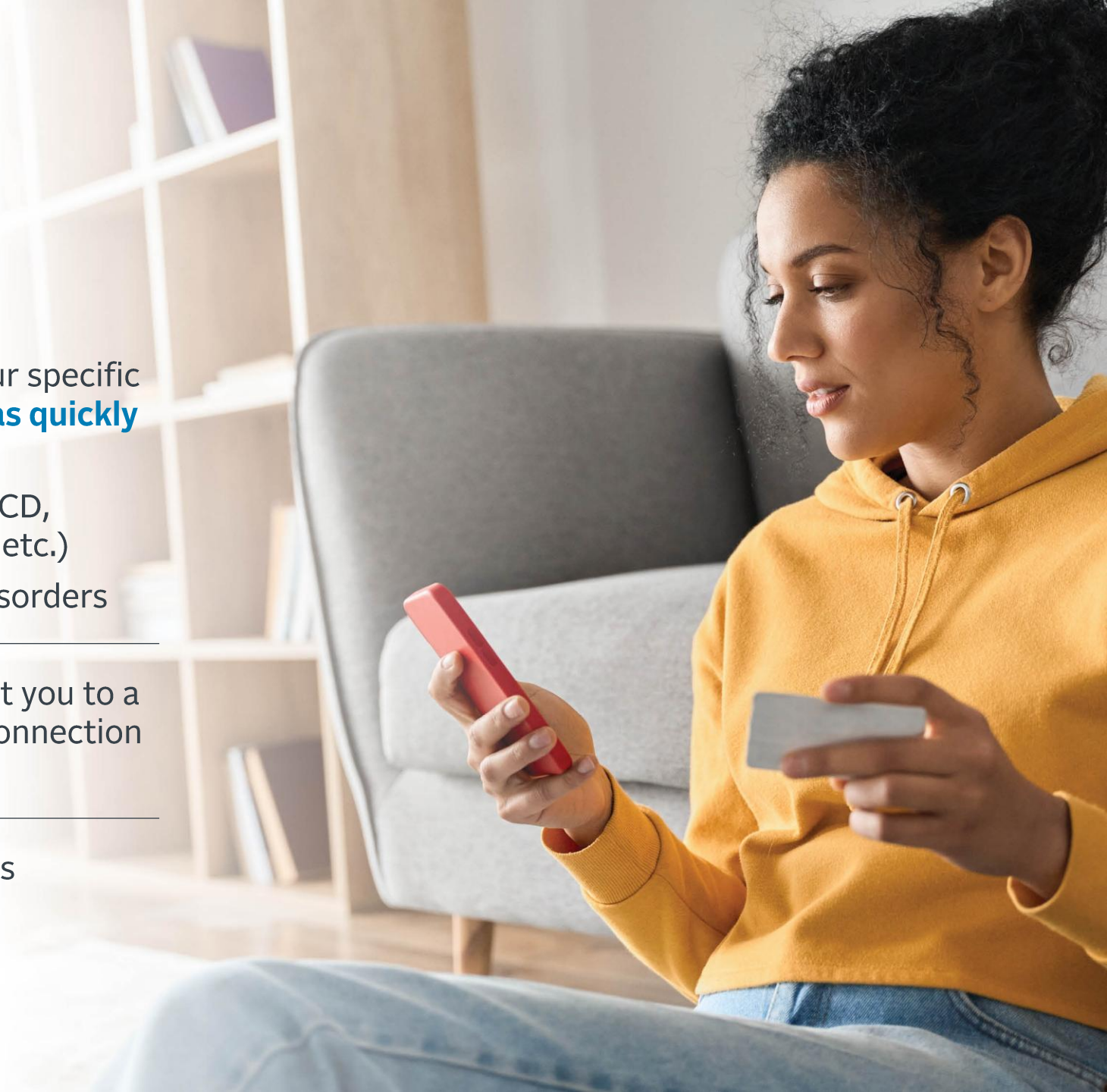
Identify urgent or escalating conditions and connect you to a licensed clinician for in-the-moment support and connection to the right provider

---

Answer questions you may have about your benefits

**Call 1-800-688-1911**

Monday – Friday, 8 a.m. – 6 p.m.



# Finding Care

Connect to Care<sup>SM</sup> provider network – 20+ providers offering quick access to high-quality care

## Including:



**...and more!**

## To schedule an appointment with a Connect to Care<sup>SM</sup> provider:



Go to [ibx.com/bhcare](https://ibx.com/bhcare) to see the full list of available providers and how to contact them.



Call our team at **1-800-688-1911**, who can schedule appointments with these providers directly. Available Monday – Friday, 8 a.m. – 6 p.m.

Note: Accessibility may vary by provider. Please check your benefits to make sure these resources are covered under your health plan.

# Finding Care Quartet

**Feeling burnout, stress, overwhelmed, on edge? Experienced a recent traumatic event?**

Quartet is a free service that will match you to in-network mental health care.



**Therapy**



**Psychiatry**



**Digital Programs**

**Visit [quartethealth.com/ibx](https://quartethealth.com/ibx) or call 215-839-9906**

# On-demand mental wellness tools



## Self Care

A library of 1000+ video and audio-based exercises and articles that are designed to bring immediate relief while promoting long-term skills for developing and maintaining mental well-being

- Available 24/7 through Spring Health's mobile app and website
- No additional cost
- Cognitive Behavioral Therapy and evidence-based techniques

## Support for

- Anxiety
- Focus
- Depression
- Burnout
- Parenting
- Relationships
- Sleep
- Breakups
- Loneliness
- Mindfulness
- Career
- And more

**Sign up for access to Spring Health's Self Care at:  
[benefits.springhealth.com/insurance/ibx](https://benefits.springhealth.com/insurance/ibx)**



# Virtual Care & Tools



## Mental Health Care (telebehavioral health)

Board-certified psychiatrists and licensed psychologists/therapists available by phone, video or in-app messaging, from wherever members feel most comfortable.

- Anxiety
- Attention deficit/hyperactivity disorder (ADHD)
- Depression
- Eating disorders
- Grief
- Obsessive-compulsive disorder (OCD)
- Panic disorder
- Post-traumatic stress disorder (PTSD)
- Stress
- Trauma resolution
- Work pressure

## Integrated with all Teladoc solutions\*

- Telehealth
- Chronic Conditions (diabetes, diabetes prevention, hypertension, weight management)

\*Eligibility for each Teladoc programs may vary by plan

**Learn more and make an appointment at [TeladocHealth.com](https://www.teladoc.com)**

# Finding Behavioral Health Care and Resources on ibx.com

The screenshot shows the Independence website's page for Mental and Behavioral Health. The page features a dark blue sidebar with navigation icons, a search bar at the top, and a main content area. The main content area includes a breadcrumb trail, a title, a sub-header, a section for emergency services, a paragraph about mental health, and a 'Providers Near Me' section with three provider categories: Behavioral Analysts, Behavioral Health Counselors, and Addiction Medicine Physicians. Each category includes a brief description and a 'Find Nearby' button.

Independence

Health Journeys / Mental and Behavioral Health

## Mental and Behavioral Health

Your guide to better mental and behavioral health

### Experiencing an Emergency?

If you are experiencing a mental or behavioral health emergency, dial 911 or call one of the crisis hotlines listed at the bottom of this page.

Your mental and behavioral health is a fundamental part of your well-being. Learn about the resources and services available to support a healthy state of mind.

[Talk to Someone Now](#) [Learn More About Symptoms](#)

### Providers Near Me

Talk to your primary care doctor to determine what type of professional care is best for you.

#### Behavioral Analysts

Behavioral analysts assess and support people with emotional disabilities (e.g., autism and autism spectrum), and they develop plans to improve behavior.

[Find Nearby](#)

#### Behavioral Health Counselors

Behavioral health counselors work with clients to set goals, develop a treatment plan, and gain insight through treatment.

[Find Nearby](#)

#### Addiction Medicine Physicians

Addiction medicine specialists help in the prevention, evaluation, diagnosis, treatment, and recovery of people with substance-related addiction.

[Read More](#)

[Find Nearby](#)

## Provides a coordinated approach where you can:

- Find and schedule the right in-network care with our digital care navigation tool
- Estimate costs for services
- Access free, live and confidential resources 24/7
- Quickly and easily access cognitive behavioral therapies through our online virtual care platform

# Navigating complex care

IBX Case Management



Licensed behavioral health care manager outreach to members with complex conditions



Personal support that helps you coordinate and manage care

# Substance Use Disorder Support

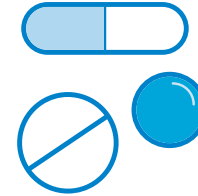
Making it easier to access quality guidance and care earlier



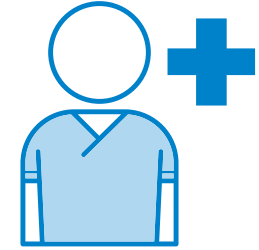
**Licensed clinical staff** to handle all SUD in-bound calls, providing assessment, individualized referral options, secure appointments, 100% follow-up



**Robust, high quality substance use network**, with access to quick SUD care through Connect to Care and other providers, usually within 48 hours



**Medication-assisted treatments** such as Methadone, Vivitrol®, and medications containing buprenorphine, like Suboxone®



**Case management outreach** by licensed clinical staff triggered by SUD-related ED visits or overdose claims

**Substance Use Disorder Care Navigation Helpline: 1-800-688-1911**

# Shatterproof ATLAS Tool



**ATLAS** ADDICTION TREATMENT LOCATOR,  
ASSESSMENT, AND STANDARDS PLATFORM  
CREATED BY SHATTERPROOF

A free and confidential website to identify the appropriate type of addiction treatment and high quality facility for your needs.

## Features include



**Addiction Treatment  
Needs Assessment**



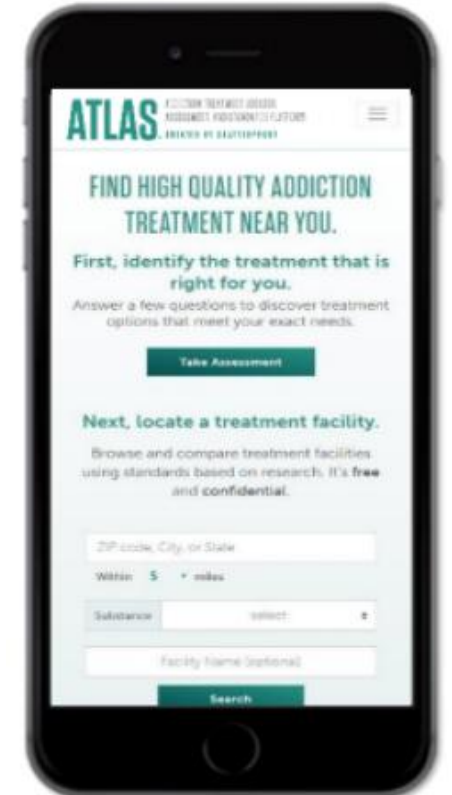
**Search Interface &  
Compare View**



**Trustworthy  
Quality Data**

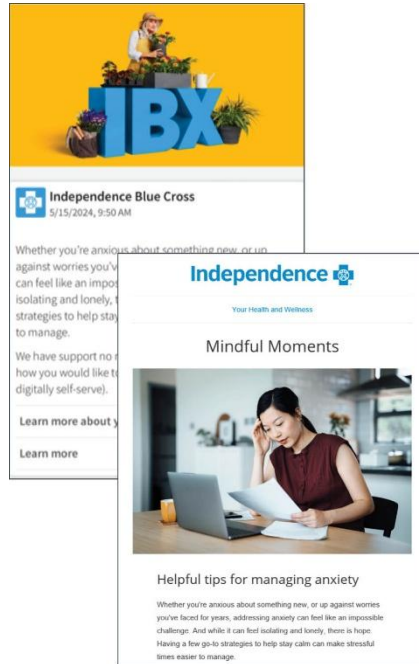


**Comprehensive List  
of Facilities**



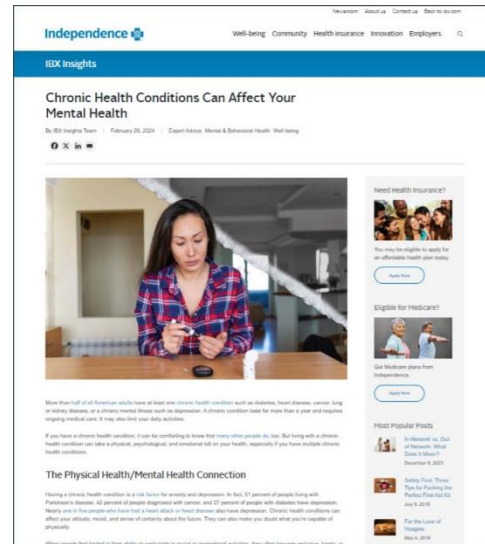
**Access by calling 1-800-688-1911 and connecting with a Behavioral Health Care Advocate  
or by visiting the Substance use disorders (SUD) page at [ibx.com/bhcare](https://ibx.com/bhcare)**

# Additional Information and Awareness



## Digital outreach

Email & text messages



## IBX Insights: Blog posts

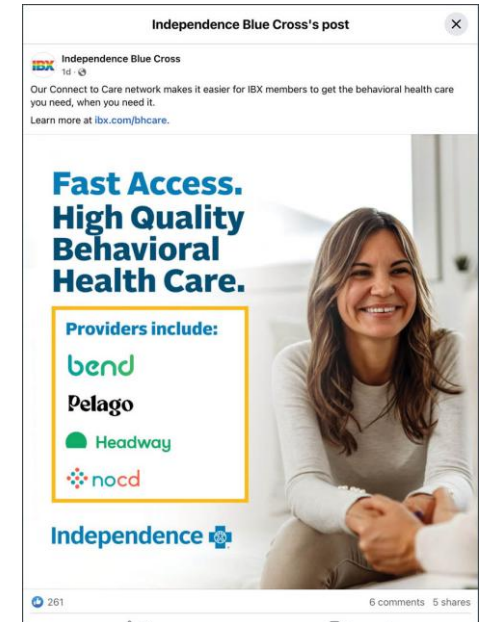
insights.ibx.com

# know your mind

Because how you think  
and feel is health.



## Public Awareness Campaigns



## Social Media



Go to [ibx.com/getconnected](https://ibx.com/getconnected) to sign up for email/Wire



**Questions?**

**IBX**

# 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.

**IBX**