

Here Are Your Behavioral Health Benefits

Your behavioral health benefits provide treatment for mental health and substance use disorders. Behavioral health providers include:

- Therapists
- Psychologists
- Psychiatrists



What services are covered?

Your plan covers behavioral health benefits for both mental health and substance use services, including:

- Outpatient sessions with a therapist
- Outpatient medication management with a psychiatrist
- Inpatient, residential treatment, or other types of care if medically required¹

How do I get help?

If you need help, simply call the Mental Health Benefits number on the back of your Health Net Member ID card. Customer service reps and licensed Care Managers, are available 24/7 to take your call.

Customer Service staff can:

- Answer questions about your behavioral health benefits
- Get you help right away if you're having a behavioral health crisis or emergency
- Help find a provider with availability²

If you or someone you know is in crisis, please contact the

988 Suicide and Crisis Lifeline

- Call or text 988
- Chat at 988lifeline.org



If you or a family member is in a mental health crisis situation or feeling suicidal, call 988 or go to the nearest ER. The 988 crisis line has 24/7 access to trained counselors to help members experiencing mental health-related distress or thoughts of suicide. If you or a family member is in need of immediate medical assistance, call 911 or go to the nearest ER.

(continued)

Using In-Network vs. Out-of-Network Providers

HMO plans only cover **in-network** services, except for emergency care.

PPO plans include **out-of-network** care which allows you to see providers who aren't in your network. However, it's best to use an in-network provider when you can because your portion of the cost will be lower.

In addition:

- Customer Service staff can help if you have a problem with the provider.
- There are no claims to file.



Refer to your plan documents (*Evidence of Coverage*) for details about:

- Covered services.
- Your out-of-pocket costs.
- Benefit exclusions and limits.

Health Net Nondiscrimination Notice

¹Preauthorization is required, except in an emergency.

²Upon request, a Behavioral Health rep will reach out to providers on your behalf and will contact you once an available provider is found. Please note routine appointments with an MD/psychiatrist may take up to 15 business days, or 10 business days for a therapist.

This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions.

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