

Accessing behavioral health services through Blue Cross Complete

Blue Cross Complete of Michigan covers medically necessary outpatient mental health services. This applies to members with mild to moderate mental health needs, such as managing anxiety, depression and the after effects of trauma. These visits may be with a network therapist, such as a counselor, licensed clinical social worker or psychologist. Telehealth may be an option for members. Members do not need a referral.

Resources for Michigan State University Students and Community

Beginning at 8 a.m. on Tuesday, February 14, counselors will be available at the Hannah Community Center, located at 819 Abbot Rd., East Lansing, MI, 48823. Confidential, no-cost crisis counseling is also available for students at **1-517-355-8270**, by pressing “1” at the prompt. The community mental health line is **1-517-346-8460**. These lines are available 24 hours a day, seven days a week.

Finding a behavioral health provider

Members can use our Find a doctor lookup tool at mibluecrosscomplete.com/findadoctor to find a behavioral health provider. Search by “Specialty” and type “Behavioral Health” into the search bar. Members can also select preferred languages spoken by provider.

Our Customer Service is available 24 hours a day, seven days a week at **1-800-228-8554** (TTY users call **1-888-988-0071**). Members can also call a network provider directly.

Telehealth

Members may be able to connect with a provider outside of the office through a phone or video call. Not all providers offer telehealth services. The MDLive® telehealth service offered by Blue Cross Complete does not provide behavioral health services.

Transportation

To schedule a no-cost ride to a mental health appointment, members can call our ride service at **1-888-803-4947**. Members can also visit mibluecrosscomplete.com/transportation to schedule a ride online.

Rapid Response Outreach Team

The Rapid Response Outreach Team is available to assist members with coordinating care and accessing counseling services. Members can reach RROT by calling **1-888-288-1722**, 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

Community Resources

Additional community resources are available, including:

- **Suicide and Crisis Lifeline: 988**
- **Common Ground Resources and Crisis Helpline: 1-800-231-1127** (call or text)
- **SAMHSA's Disaster Distress Helpline: 1-800-985-5990** or text "TalkWithUs" to 66746
- **Michigan Crisis and Access Line (MiCAL) in Oakland County: 844-446-4225** (call or text)
- **Mentalhealth.gov** for a variety of resources for people with mental illness, or those who care about them, including myths, facts and resources for having fruitful conversations.