

# Start your journey to better emotional health

As an Excellus BlueCross BlueShield (BCBS) member, you have access to a wide range of behavioral health programs and tools, as well as a full team of behavioral health specialists made up of our on-staff doctors, pharmacists, registered nurses, licensed social workers, and more. But how does it all work? Follow Christine as she connects with our team and uses what's included in her plan to improve her emotional wellbeing.



A married mother of three, Christine has always found a way to balance home-life responsibilities with a demanding career.

But shortly after landing a new role in senior leadership, she began experiencing debilitating headaches a few times a week.



Tom called Christine, and they discussed how issues at work had been exceptionally stressful lately.

Not sure where to turn, she called our **24/7 Nurse Line** for advice. After a quick chat, our nurse assured her that they sounded like classic tension headaches and connected her with our **Behavioral Health Management team** via one of our Care Managers, Tom.



He then took their conversation back to the rest of the Excellus BCBS team, **coordinating with our nurses, doctors, and social workers** to figure out the best course of action for Christine.

The team concluded that daily stress management should do the trick. Tom suggested that she **download the Wellframe® app**, which they used to develop her personalized plan.



Now that Christine is better managing her stress, she suffers fewer headaches and is loving her new job. She still stays in touch with Tom, sharing her progress and working together to set new goals.



Christine's plan also included regular sessions with a therapist. To avoid the stress of fitting office visits into her schedule, she uses **telemedicine to meet virtually**.

**Take your first step today**

**Download the FREE Wellframe® app to connect with a Care Manager**  
**(access code: excelluswelcome)**

Or call our Care Management Team at 1-877-222-1240 (TTY: 1-800-662-1220) Monday - Friday, 8 a.m. to 5 p.m. ET

