

# Sometimes what hurts isn't physical








Your mental and emotional wellbeing affects every aspect of your life, from personal relationships and your physical health, to your ability to do your job.

Knowing where to go when you need mental or emotional help is the first step toward improving your mental health!

## 6 SIGNS YOU COULD BENEFIT FROM EMOTIONAL HEALTH SUPPORT

<b>1</b> Changes in sleep or eating habits	<b>4</b> Unexpected physical ailments
<b>2</b> Feeling tired all the time	<b>5</b> Low interest in social activities
<b>3</b> Growing stress caused by daily activities	<b>6</b> Increased substance use

## RESOURCES AVAILABLE TO YOU THROUGH YOUR HEALTH PLAN

SERVICE / RESOURCE	DESCRIPTION	COST	WAYS TO CONNECT	HOW TO ACCESS THE SERVICE
<b>Wellframe / Care Management Team</b>	Text with one of our highly trained behavioral health or medical care managers to ensure you receive the right level of support.	\$0	 Call  Virtual	Download the free Wellframe app (access code: excelluswelcome) or call 1-877-222-1240 (TTY: 711)
<b>24/7 Nurse Line</b>	Our specially trained registered nurses are standing by to provide fast answers and a friendly caring voice.	\$0	 Call	Call 1-800-348-9786 (TTY: 711)
<b>Find a Doctor</b>	Unsure of where to go to find a doctor to help you? You can use this tool to find therapists, specialists, doctors, dentists and more in your area!	\$0	 Virtual	Log in / create an account at ExcellusBCBS.com and use the "Find a Doctor" drop-down menu
<b>Telemedicine</b>	If your behavioral health provider is not available and/or does not offer telehealth services, you can meet virtually with a board-certified psychiatrist or licensed therapist through our telemedicine partner, MDLIVE.	Varies by plan	 Virtual	Log in / create an account at ExcellusBCBS.com and use the "Find a Doctor" drop-down menu and click on Telemedicine; or text EXCELLUS to 635483

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Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE phone consultations are available 24/7/365, while video consultations are available during the hours of 7 am to 9 pm ET 7 days a week or by scheduled availability. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use and privacy policy, please visit [www.mdlive.com/terms-of-use](http://www.mdlive.com/terms-of-use) and [www.mdlive.com/privacy-policy](http://www.mdlive.com/privacy-policy). MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

Wellframe is an independent company that provides a health and wellness support mobile app to Excellus BCBS members.

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