

Connecting you to behavioral health care

IBX offers care navigation services to connect you to care that's right for you.

Do you need help finding behavioral health care? If so, Independence Blue Cross (IBX) is here for you! We make it quick and easy to find the behavioral health care you and your family need, whether with in-network providers or self-guided digital tools.

Call IBX for assistance

Call the Mental Health number on the back of your member ID card to reach our Behavioral Health team, who can guide you to the information or care you need. Our Behavioral Health Care Advocates can directly schedule or connect you to an in-network behavioral health provider so you can get care quickly — usually within a week.

IBX works with several in-network behavioral health providers that offer fast access, are culturally responsive, and provide high-quality care for:

- General mental health issues, such as anxiety, depression, and stress
- Specialty behavioral health conditions, including care for children, substance use disorders, eating disorders, obsessive-compulsive disorder, and bipolar disorder

The IBX Behavioral Health team also includes Behavioral Health Clinical Triage Case Managers who can quickly guide you to the right behavioral health care. These licensed clinical staff specialize in:

- Clinical assessment to understand your needs and provide information about treatment options
- Finding in-network care, including identifying and directly connecting you with a provider that meets your specific needs to help you get care quickly
- Providing in-the-moment support during tough times, including crisis management
- Connecting you to resources for ongoing support, including IBX case management

Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Blue Cross. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

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.

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Our Behavioral Health team can schedule an appointment for you — usually for within 7 days.

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Try our self-guided digital resources

Mental Health Coaching by Teladoc Health (Teladoc) is a digital resource that offers evidence-based tools and dedicated support for stress, depression, insomnia, and more. Their self-guided digital content can help strengthen your emotional well-being and support your behavioral health journey. To access Mental Health Coaching, register and log in to your Teladoc account at teladochealth.com.

For more behavioral health digital resources, log in at ibx.com and refer to the Health Journeys section.

For immediate assistance

Here are resources that can help if you are in a crisis:

- **Suicide & Crisis Lifeline:** Call or text **988**, available 24/7.
- **Veterans Crisis Line:** Call **1-800-273-8255**, then press 1, or chat online at veteranscrisisline.net.

