



Behavioral Health PROGRAM

If you or a family member need help, your benefits plan provides a Behavioral Health Program, including assistance with Mental Health and Substance Use issues.

Note - This program is not appropriate for someone in crisis. If you need immediate support, call 911.

Behavioral Health Program

The First Choice Health Behavioral Health Program is a service designed to help you and your family members understand your options, get the assistance you need, and navigate the healthcare maze when you have a behavioral health issue you'd like to address. Behavioral Health Case Managers are licensed counselors who bring extensive clinical knowledge and resources to support recovery from both mental health and substance use problems.

Mental health affects your emotional, psychological, and social well-being, and includes illnesses such as depression and anxiety. Mental health problems are common but help is available. People with mental health problems can get better and many recover completely. Substance use or dependence is a pattern of use or abuse of drugs or alcohol that causes problems or distress, which continues even when significant problems related to their use have developed. Inpatient and outpatient treatment options are available.

We're here to help

Our nurses and Behavioral Health Case Managers at First Choice Health are here to provide help:

- Provide you with free, voluntary, and confidential assistance
- Work with you over the telephone to identify needs and create a plan
- Understand mental health therapies and medicines
- Find a counselor or program
- Develop a care plan tailored to your needs
- Ensure your care team is working together smoothly
- Advocate for you to obtain the most appropriate and cost effective care
- Help you understand your diagnosis and make decisions regarding your healthcare
- Support and guidance to reach your treatment goals
- Transition from inpatient to outpatient care
- Provide support and resources for you and your family
- Provide assistance with basic questions regarding claims

Call (800) 808-0450 for more information

Ask for a Behavioral Health Case Manager

FCH Behavioral Health Program

When to contact a Behavioral Health expert

These issues may be your own or you may be observing a family member:

When you have thoughts, emotions or behaviors that are out of control, especially when they are affecting your relationships, your work or your sense of well-being. Never feel embarrassed to ask for help at times when you are upset or depressed.

When you are struggling to deal with life's painful challenges – such as a major illness, the loss of a loved one, divorce or job problems.

When the use of alcohol or drugs interferes with your health, your emotions, your relationships, your job, or your ability to fulfill your daily responsibilities.

When you feel confused or very emotional, and need the perspective of a caring yet unbiased person to help sort among difficult choices.

Types of providers

You may be referred into the services of:

- Licensed counselor/therapist
- Psychiatric Nurse Practitioner
- Psychiatrist (MD)
- Psychologist (PhD)

Types of treatment

You may be referred to seek treatment such as:

- Individual counseling
- Group therapy
- Medication management
- Medical detox
- Inpatient hospital treatment
- Medically assisted treatment (MAT)
- Residential mental health/substance use treatment
- Mental health/substance use partial hospitalization
- Mental health/substance use intensive outpatient program (IOP)

How to access the program:

1. You, your family member, one of your care providers, or your benefits manager may contact First Choice Health's Case Management department by phone at (800) 808-0450.
2. An Intake Coordinator will forward your request to a Behavioral Health Case Manager.
3. A Case Manager will contact you to discuss your needs or concerns, and address how the Behavioral Health Program might help you.
4. An Information Packet and Consent Form may be mailed to your home.

(800) 808-0450



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