

# Support for your emotional health



## TELE-BEHAVIORAL HEALTH

Your overall health includes both your physical and emotional well-being. That's why we offer members\* an online program called On To Better Health, as well as the option to talk to a behavioral health provider by phone or video chat with tele-behavioral health.

### Use online tools to improve emotional well-being

Feel better and manage everyday stress with On To Better Health. This confidential online program can help you improve your emotional well-being with self-assessments, articles, videos, and personalized and guided therapy — 24 hours a day, 7 days a week.

#### It's easy to get started!

- 1 Log in at [ibx.com](https://ibx.com) or through the IBX mobile app.
- 2 Select *Value Added Services* from the Health & Well-being menu.
- 3 Then select *On To Better Health*.
- 4 If this is your first visit, follow the prompts to complete the SmartScreener assessment.

The SmartScreener is a quick and private way to assess your emotional well-being. You'll get a personalized list of recommended programs and resources that are most beneficial for you — and you can access them anytime. The guided programs use evidence-based cognitive behavioral therapy, helping you to learn and practice skills to overcome challenges such as:†

- Alcohol or substance use
- Anxiety, panic, or phobia
- Chronic pain
- Depression
- Insomnia
- Obsessions or compulsions

### Talk to a behavioral health provider by phone or video chat

With tele-behavioral health, you can have virtual visits by phone or video chat with a licensed health care professional (including psychiatrists, psychologists, and counselors). There are more than 200 providers in the Philadelphia area who are available for tele-behavioral health visits and can provide consultation, diagnosis, or treatment for your behavioral health concerns.

Virtual visits are convenient, flexible, and completely confidential. You'll pay the same amount as you would for an in-office behavioral health visit.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

### Schedule a virtual visit

To locate a licensed professional who offers tele-behavioral health services, call the Mental Health/Substance Abuse number on the back of your member ID card. You can also see if your current behavioral health provider offers virtual visits.

\*On To Better Health and tele-behavioral health are available to Independence Blue Cross (Independence) members who have behavioral health benefits through Magellan Healthcare, Inc, an independent company that manages mental health and substance abuse benefits for most Independence members.

†You may not have access to all the features.

The information in this brochure is not meant to provide clinical advice. Program modules are a supplement to your overall care and are not intended to replace care through your provider.