

The HealthSelect 24-hour crisis line is open for plan participants. If you need help with things like changing appointments or finding a new provider, or you need a consultation with a mental health clinician, we're here for you.

Call (800)-252-8039 (TTY: 711) to access free, confidential consultation services or to speak with a HealthSelect BlueCross and Blue Shield of Texas (BCBSTX) Personal Health Assistant (PHA).

The crisis hotline is available at no cost to the participant or to the plan. Hotline staff provide integrated medical and mental health services with seamless access, so participants can quickly and easily get the help they need.

BCBSTX PHAs are fully equipped to provide holistic care to HealthSelect participants, in partnership with BCBSTX clinicians and the mental health team. PHAs can ensure participants have local access to care and know about the resources available to them.

As always, mental health Virtual Visits through Doctor On Demand[®] and MDLIVE[®] are covered at 100% for participants of HealthSelect of Texas, HealthSelectSM Out-of-State or HealthSelectSM Secondary. This means the participant will pay nothing for medical and mental health Virtual Visits. This support is available 24 hours day, 365 days a year.

OptumRx advocates are available to help with filling medications for mood disorders such as depression and anxiety, as well as antibiotics, pain medicine and any other medications used to treat injuries. They can help with prior authorization and emergency supplies of medication as necessary. Vacation overrides can be used to cover any necessary refills.

Optum also provides a Free Help Line that is available to anyone – even if not enrolled in an ERS plan.

- The Free Help Line offers free emotional support to all callers.
- The toll-free number, (866) 447-3573, will be open Monday - Friday, 8 a.m. - 8 p.m. Central time.
- Specially trained Optum mental health specialists help people manage their stress and anxiety. Callers can get referrals to community resources to help them with specific concerns, including financial and legal matters.
- Along with the toll-free help line, Optum's emotional-support resources and information are available online at <https://www.liveandworkwell.com>.