

# 5 WAYS BEHAVIORAL HEALTH NAVIGATORS MAKE LIFE EASIER

If you or a loved one has ever dealt with mental health struggles, a substance use disorder or anything in between, you know the stress that comes with it. Figuring out what to do or where to get care can feel like an unpaid full-time job.

In these moments, one call to a Behavioral Health Navigator can provide much-needed relief. Wellmark® Blue Cross® and Blue Shield® assembled this highly trained team to guide medical plan members to the right support, quickly. Here are a few ways navigators can make life easier.

## 1 FREE, EXPERT RESOURCE ASSISTANCE

You can avoid the Google search rabbit hole altogether by calling a Behavioral Health Navigator. Navigators are trained in social work and health care with the ability to answer questions, assess needs and solve care gaps.

While they don't provide any diagnoses or treatments, your navigator *can* match you to care options with availabilities. This gets you on the right path much faster.

## 2 NEEDS EVALUATION

In the initial call, your navigator will take the time to understand your situation. You will go over your health history, work schedule, care preferences and much more.

Need care quickly? Closer to home? Virtual options? Your navigator factors it all in to find the right fit.

## 3 PRE-VETTED CARE OPTIONS WITH OPEN APPOINTMENTS

Once needs and preferences are identified, your navigator does all the legwork to find options. Within three business days, they'll call back to talk through a list of in-network mental health providers accepting new patients, plus any relevant community resources. If there are no in-network options, out-of-network providers, and any associated costs, may be included.

You will go over all the details on the phone (with a mailed summary to follow), then it's up to you to schedule any desired appointments.



## REAL REASONS PEOPLE CALL ...

- ▶ "I'm searching for an in-network therapist, but they all have waitlists."
- ▶ "My teen has trouble focusing — is this normal or ADD/ADHD?"
- ▶ "I've been struggling since my husband died. How do I move forward?"
- ▶ "We just got an autism diagnosis for our child — now what?"
- ▶ "My spouse has substance abuse issues. Where can we get help?"

## 4 LOGISTICS ASSISTANCE BEYOND THE BASICS

Your navigator won't stop at finding care. They'll provide condition-specific education to help you feel confident in your decisions or work with you to solve roadblocks like transportation issues or insurance questions. Your navigator will also follow up with you to make sure you received support and your needs are being met.

## 5 IT'S 100% CONFIDENTIAL

No one will know you used this service. All conversations are private, and so are any resources used. These services are here to ease stress, not add to it.

### ALL YOUR VERMEER SUPPORT RESOURCES IN ONE PLACE

Everyone has ups and downs. [View the mental health resource guide](#) to learn about more free and covered support options for you and your family.

### HOW BEHAVIORAL HEALTH NAVIGATION WORKS



#### INITIAL CALL

Ask questions or talk through specific care needs with a navigator.



#### CARE RESEARCH

They'll dig into care options that match your needs.



#### CALLBACK WITH OPTIONS

Within three business days, your navigator will call to go over the best options.



#### CONNECTING TO CARE

You choose the provider or resource and set up any needed appointments.



#### FOLLOW-UP

You'll get a check-in to confirm you connected with care and your needs are being met.



## CALL A BEHAVIORAL HEALTH NAVIGATOR



Let a navigator take some stress off your shoulders. Call **800-880-3511** during business hours to connect. (Monday to Friday from 8:00 a.m. to 5:00 p.m. CST. After-hours voicemail is available). You'll be glad you did.

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