



# The Colorado Community College System (CCCS) behavioral health resource guide

## What to do. Where to turn.

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## Behavioral health issues are a common challenge — especially now. Finding help shouldn't be.

The stresses of life today have greatly increased the demand for behavioral health services. In any given year, about 1 in 5 American adults experience a behavioral health condition.<sup>1</sup>

We want to help you find the care you need when you need it. At Anthem, we're working to expand your access to behavioral health services. For example, we've added to our virtual care (telehealth) options to increase your opportunities to receive care in a timely manner.

Whether you or a loved one are seeking support for coping with life, reducing stress, or treating and living with a behavioral health condition, remember: **You are not alone.** Use this guide to learn about the benefits offered to you through Anthem and CCCS. If you need help, please reach out. Starting can be the hardest part.

[Learn more about the behavioral health professionals](#) who are available to help you.

# 1 in 5

American adults  
experience a  
behavioral  
health condition<sup>1</sup>

# Tapping into local support: **no-cost community resources**

The pandemic has had a major impact on the behavioral wellness of people all over the world. Isolation, disconnection, financial concerns, personal safety fears, the loss of loved ones — this moment in time has put humankind to the test emotionally. The resources below can help you through it.

Visit [anthem.com/coronavirus](https://www.anthem.com/coronavirus) and select extra support to learn more.



## Aunt Bertha is here for you

Anthem has partnered with Aunt Bertha, an online service that can connect you to no-cost and reduced-cost programs to assist with food, transportation, job training, and other areas of urgent support.

Visit Aunt Bertha, enter your ZIP code, and you'll realize how much support surrounds you.



## Your tool for building a support network

Maybe you need help watching an elderly parent for a few hours or picking up a few items at the store. If you're taking care of loved ones, you most likely have friends, family, and contacts who can help you on occasion.

Download the ianacare app to coordinate your own personal support team.



## Your behavioral well-being resource hub

Psych Hub is supported by Anthem. Use this no-cost behavioral health site to research dozens of behavioral health issues.

Go to Psych Hub.



## For caregiving support, call on the Archangels

The Archangels website can connect you with caregiving resources in your state. It's also a place to share stories and find inspiration.

Learn more at archangels.me.



## Stay in the know for behavioral wellness

Anthem's coronavirus blog is filled with timely, relevant articles and podcasts on coping with the pandemic.

Go to the Anthem coronavirus blog page.

# Your Anthem/CCCS behavioral health benefits: **total wellness is part of your plan**

If you're feeling ill or have an accident, you would typically see a healthcare provider for treatment. The same plan that covers your physical care also includes benefits for your behavioral/mental health. The chart on this page shows you what is covered as a CCCS member of Anthem.

Colorado Community College System

Effective July 1, 2021

## PART A: TYPE OF COVERAGE

	HMO Blue Advantage	PPO Blue Preferred	HMO Blue Priority	Health Savings Account
<b>Type of plan</b>	Health maintenance organization (HMO)	Preferred provider organization (PPO)	Health maintenance organization (HMO)	Health Savings Account preferred provider organization (HSA PPO)
<b>Out-of-network care covered?*</b>	Only for emergency and urgent care.	Yes, but patient pays more for out-of-network care.	Only for emergency and urgent care.	Yes, but patient pays more for out-of-network care.
<b>Area of Colorado where plan is available</b>	Plan is available throughout Colorado.	Plan is available throughout Colorado.	Plan is available in Adams, Arapahoe, Boulder (including Longmont), Broomfield, Denver, Douglas, Elbert, El Paso, Fremont, Jefferson, La Plata, Larimer, Mesa, Montezuma, Montrose, Pueblo, Summit, Teller, and Weld counties.	Plan is available throughout Colorado.

## PART B: SUMMARY OF BENEFITS

<b>Mental healthcare, alcohol, and substance abuse care</b>						
1) Inpatient care	\$700 copay per admission after deductible in network	Covered person pays 25% after deductible in-network	Covered person pays 50% after deductible out-of-network	\$200 copay per admission, then covered person pays 20% after deductible	Covered person pays \$0 after deductible in-network	Covered person pays 50% after deductible out-of-network
2) Outpatient care	No charge	\$40 copay per visit in-network	Covered person pays 50% after deductible out-of-network	\$15 copay per visit	Covered person pays \$0 after deductible in-network	Covered person pays 50% after deductible out-of-network

\* "Network" refers to a specified group of doctors, hospitals, medical clinics, and other healthcare providers that your plan may require you to use in order for you to receive any coverage at all under the plan, or that the plan may encourage you to use because it may pay more of your bill if you use providers in your health plan's network.

This is not a contract; it is only a summary. The content provided here is subject to the provisions of the policy, which contains all terms, covenants, and conditions of coverage. Your plan may exclude coverage for certain treatments, diagnoses, or services not noted above. The benefits shown in this summary may only be available if required plan procedures are followed (for example, plans may require preapproval, a referral from your primary care doctor, or use of specified providers or facilities). Consult the actual policy to determine the exact terms and conditions of coverage. Coinsurance and copay options reflect the amount the covered person will pay.

## You also have full access to support services for behavioral health

To improve access and availability of providers where you live and work, we've added 405 behavioral health providers across the state of Colorado, and we'll continue to add providers and facilities throughout 2022.



### Sydney Health mobile app

Everything you need to take charge of your health can be accessed from a smartphone or mobile device. With the Sydney<sup>SM</sup> Health app, you can search for a doctor, compare costs for hundreds of procedures, look up the status of a claim, view and use your ID card, and get immediate answers to your questions through real-time chat.

Sydney Health also connects you to the care you need, when you need it.

### Virtual doctor visits

If you need care right away and it's not an emergency, you can connect with a doctor 24/7 through video or chat — no appointment needed.<sup>2</sup> Virtual care doctors can order prescriptions, approve refills, diagnose hundreds of conditions, and follow up on previous virtual care — all from the app for no or low cost.<sup>3</sup>

**91%**

of consumers **who use virtual care love it.**<sup>7</sup>

**85%**

of virtual visits resolve the person's need.<sup>8</sup> They **don't have to go in to a doctor's office.**

**50%**

of consumers said they **will use virtual care more than before.**<sup>7</sup>

### Mental health video visits<sup>4</sup>

For help with mental health concerns, you can connect to a licensed therapist<sup>5</sup> or board-certified psychologist or psychiatrist<sup>6</sup> through video. Appointments can be scheduled in four days or less with a therapist or psychologist and within two weeks with a psychiatrist.

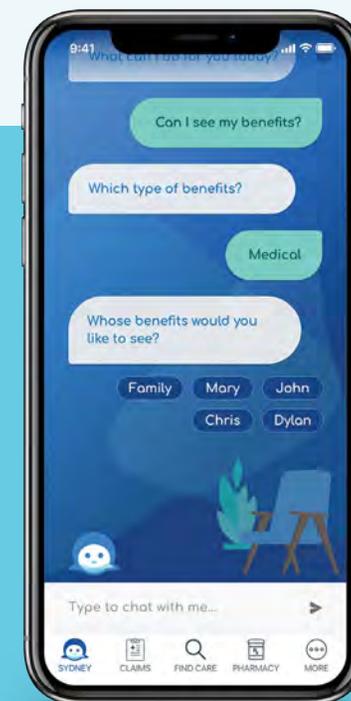
**Download a flyer about Sydney Health.**

### Discover how Sydney Health simplifies healthcare

Download and start using the app today.



Use your smartphone camera to scan this QR code to download the app.

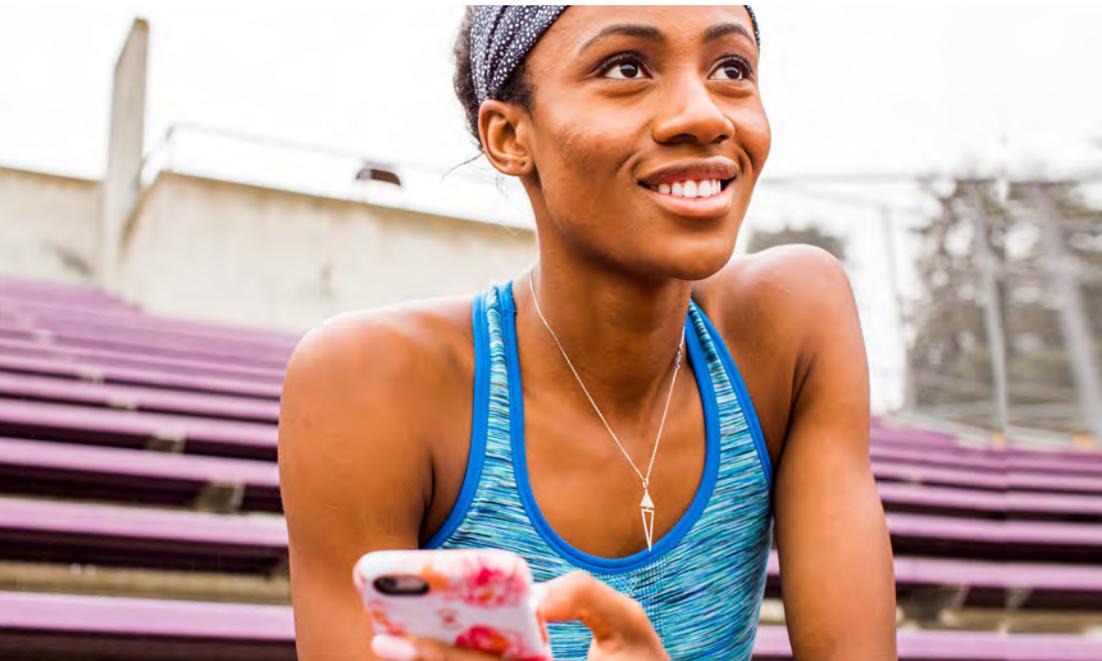




## Emotional well-being resources offer help when you need it

Your emotional health is an important part of your overall health. With emotional well-being resources, administered by Learn to Live, you can receive support to help you live your happiest, healthiest life.

Built on the proven principles of cognitive behavioral therapy (CBT), our digital tools are available anywhere, anytime. They can help you identify thoughts and behavior patterns that affect your emotional well-being, and work through them. You'll learn effective ways to manage stress, depression, anxiety, substance use, and sleep issues.



## A wealth of resources at your fingertips



### **Personalized, one-on-one coaching**

Team up with an experienced coach who can provide support and encouragement by email, text, or phone.



### **Build a support team**

Add friends or family members as teammates. They can help you stay motivated and accountable as you work through the programs.



### **Practice mindfulness on the go**

Receive weekly text messages filled with positivity, quick tips, and exercises to improve your mood.



### **Live and on-demand webinars**

Learn how to improve mental well-being with useful tips and advice from experts.



### **To access our emotional well-being resources:**

Log in to [anthem.com](https://www.anthem.com), go to *My Health Dashboard*, choose *Programs*, and select *Emotional Well-being Resources*.



## If your loved one has autism, Anthem's Autism Spectrum Disorders (ASD) Program can help your entire family.



This program offers parents and children the support they need to understand and access care for ASD. Our clinicians will guide you to resources in your community, help create a system of care for the person with autism, and work to lower the cost of care through education and the right use of benefits.

To learn more, call the ASD Program team at 844-269-0538.

## Anthem's Behavioral Health Case Management is here for your whole-health journey.



Behavioral health conditions can affect your thinking and mood — as well as your ability to relate to others and perform everyday tasks. These conditions are often linked to other health problems, such as diabetes and heart disease. If you are trying to manage a behavioral health condition, you don't have to do it alone.

**Read this flyer** for additional information on using Anthem's Behavioral Health Case Management.

Your case manager will work with you to:

- Help you and your family understand your condition.
- Develop a personalized plan to help you reach your behavioral health goals.
- Identify and help you overcome hurdles that may be keeping you from reaching your goals.
- Connect with helpful community and online resources.
- Review and coordinate services you receive from local and community providers.
- Help ensure you're receiving all the benefits available to you under your health plan.
- Become your own advocate.



## Member journey: meet Chen

After a high-risk and stressful pregnancy, Chen delivered a healthy baby girl one week early. During a postpartum assessment by the Future Moms nursing team, **Chen showed signs of postpartum depression and was referred to the behavioral health team.**

Two days later, Chen received a call from **Mindy, a licensed therapist who has training in postpartum concerns.** Chen shared her desire to feel better, as well as feelings of isolation and not being able to afford diapers on maternity leave. **Mindy provided support group resources and guidance on available treatment options.**



**Chen has started meeting with a therapist to treat her postpartum depression and finds the other resources to be helpful.** Mindy followed through with the outreach schedule and is pleased to hear that Chen feels supported by her therapist and is feeling a little better. Chen and Mindy decide that a monthly check-in call from Mindy would be most helpful. Mindy reminds Chen that she can call Mindy if more support is needed.

**Mindy followed up with the Future Moms team to let them know that Chen would see a therapist.** She also set a call to check in on Chen to see how her appointment went and agreed to touch base twice a month to see how she is doing, reassess her situation, and help her connect to additional resources and care.

**Chen shared that she would like to see a provider digitally, because she has concerns about privacy, transportation, and leaving her home with a new baby.** Mindy worked with Chen to find a digital postpartum depression counselor and helped her schedule a visit for the next week.

## Adolescent behavioral health

One in 6 children and teens ages 6–17 in the U.S. experience a mental health disorder each year,<sup>9</sup> and 46% of parents have noticed a new or worsening mental health condition for their teen since the start of the pandemic.<sup>10</sup>

Behavioral health support for your children is more important than ever. That's why the programs and tools available through your Anthem health plan are also available to your covered dependent children.

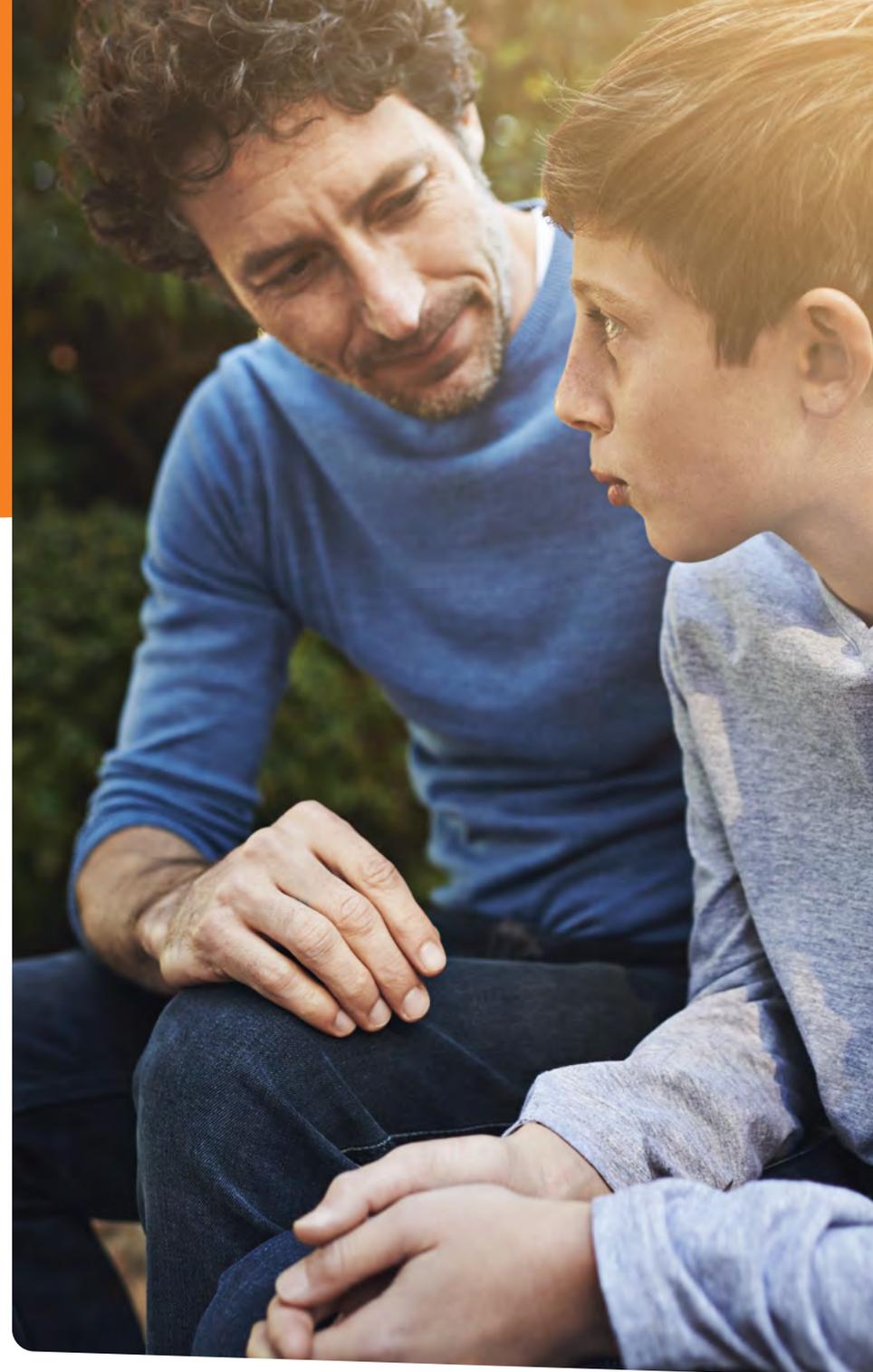
### Help a loved one who may have thoughts of suicide

If you or anyone you know is in a crisis and needs help immediately, call 800-273-TALK (8255) for a no-cost, 24/7 suicide prevention lifeline. If someone you know is considering suicide, there are things you can do to help prevent it. Find [more information](#) about how you can help.

### Tools and resources for alcohol and substance use disorders

Treatment programs are available and covered under your health plan to help you or a family member struggling with an alcohol or substance use disorder. You can locate rehabilitation facilities and programs at [anthem.com](https://www.anthem.com).

We are helping to address the national opioid epidemic through a comprehensive strategy focused on prevention, treatment, recovery, and deterrence. We have aligned our pharmacy strategy with the Centers for Disease Control and Prevention (CDC) guidelines for prescribing opioids for chronic pain. [Learn more](#) about how Anthem is preventing unnecessary and inappropriate prescribing of opioids.





# Meru Health

The New Standard of Mental Healthcare

## Meru Health's Therapy Treatment Program

Everything you need to take charge of your health can be accessed from a smartphone or mobile device. Meru Health is an online healthcare provider clinically proven to reduce anxiety, stress, depression, and burnout.

## Short-term relief and long-lasting results

Over the course of three months, you will learn and practice the skills needed to create long-lasting, healthy lifestyle habits — all with the daily support of a personal therapist and peer group.

You'll also receive a free biofeedback device (retail value \$170) that will track and improve your physical response to stress so you can feel calmer, faster.

## Research

**Meru Health's program, validated by clinical research and published in peer-reviewed journals, has partnered with Harvard, Stanford Medicine, and UC Davis to bring you the best mental health support.**

Meru Health's program is available to CCCS employees 18 years or older on specific health plans. Meru Health accepts FSA/HSA accounts to cover any costs.

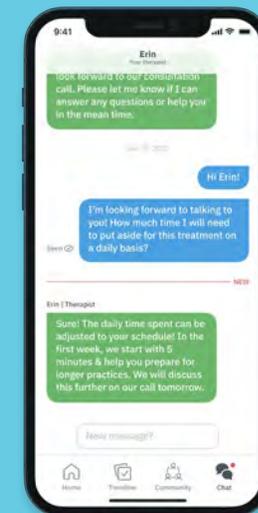
Meru Health's HIPAA compliant platform ensures your personal information is protected and encrypted at all times. Meru Health will not share any personal information with your employer.

Learn more at [meruhealth.com](https://meruhealth.com)

Discover the path  
to a happier, healthier  
life today



Use your smartphone camera to scan this QR code to download the app.



## CCCS's employee assistance program

Employees in the SBCCOE Benefit Plan have access to confidential and free counseling and resources through the Colorado State Employee Assistance Program (C-SEAP). C-SEAP provides services for personal and workplace matters faced by employees and supervisors. With offices statewide and options for phone counseling, you can talk to someone when you need. Topics can include:

- Grief
- Domestic violence
- Anger
- Stress and anxiety
- Depression
- Free guided meditations
- Couples or family problems
- Health concerns
- Substance abuse
- Workplace conflict
- Job performance
- Personal or professional growth

C-SEAP offices are located in downtown Denver, Loveland, Sterling, Grand Junction, Colorado Springs, Pueblo, Cañon City, Alamosa, Golden, and Durango.

**Phone counseling is available in all areas.**

### Call to schedule an appointment

Call C-SEAP Monday through Friday,  
8 a.m. to 5 p.m.

303-866-4314

800-821-8154

[colorado.gov/c-seap](https://colorado.gov/c-seap)





## For behavioral wellness, help is here for you

As a member of Anthem, you have access to support when you need it for yourself and your participating family members. If you need help, please call the Member Services number on the back of your member ID card.

**We're here to help you feel better and stay well.**



1 National Alliance on Mental Illness: *Mental Health Facts in America* (accessed May 2021): [nami.org/nami/media/nami-media/infographics/generalmhfacts.pdf](https://www.nami.org/nami/media/nami-media/infographics/generalmhfacts.pdf).

2 If you believe you are having a life-threatening emergency or your health is in serious jeopardy, call 911 immediately.

3 Prescription availability is defined by physician judgment.

4 Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. LiveHealth Online does not offer emergency services. Appointments subject to availability of a therapist.

5 Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.

6 Psychiatrists on LiveHealth Online will not offer counseling or talk therapy. Appointments subject to availability.

7 Amwell: *From Virtual Care to Hybrid Care: COVID-19 and the Future of Telehealth* (accessed October 2020): [americanwell.com](https://www.americanwell.com).

8 Health Action Council: *Virtual Visits: Trends, Implications and Recommendations for Your Organization* (accessed November 2021): [healthactioncouncil.org](https://www.healthactioncouncil.org).

9 National Alliance on Mental Illness: *Mental Health by the Numbers* (accessed September 2021): [nami.org](https://www.nami.org).

10 University of Michigan Health: *National Poll On Children's Health: How the pandemic has impacted teen mental health* (accessed September 2021): [mottpoll.org](https://mottpoll.org).

Sydney Health is offered through an arrangement with CareMarket, Inc., a separate company offering mobile application services on behalf of Anthem Blue Cross and Blue Shield ©2021-2022.

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# Appendix

## **A**

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[Archangels](#)

[Aunt Bertha](#)

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