

Easy Guide to Your Mental Health Benefits

Mental health includes your emotional, psychological, and social well-being. It also helps determine how you handle stress, relate to others, and make healthy choices.

Mental illness is one of the most common health conditions in the United States. It affects a person's thinking, mood, or behavior. These may affect a person's ability to function.

A person can experience poor mental health and not have a mental illness.

What kind of help can I get?

Psychiatry. Counseling. Behavioral Health Assessment and Evaluations. Residential Treatment Services. Outpatient and peer delivered services from an in-network provider. Prescription Medication. Specialist Services. In home therapy. Intensive Care Coordination. Day Treatment. ABA Therapy. EASA provides early assessment and support. It is for people with new and unusual mental health experiences. Talk to your doctor about what is the right fit for you.

How can I find a provider?

You can go to the website at <https://advancedhealth.com/members/find-a-provider/> or call Customer Service. When you find a provider you want to see, you can call them yourself without getting a referral from your doctor.

*****For Mental Health and Substance Use Disorder Treatment NO referral is needed*****

What if I need help right now?

Call 911 or go to the emergency room if you are in danger. If you are safe, you can call your local 24-hour crisis number. Coos County **888-543-5763** or **541-266-6800** Curry County **877-519-9322**

You can call, text, or chat **988**. **988** is a Suicide and Crisis hotline. You can get support from trained crisis counselors 24 hours a day, 7 days a week. This is free.

Is there any cost to me?

No. These services are free to members. If you get a bill call Customer Service and they can help you resolve the issue. If you are asked to sign a waiver to pay for the service, call Customer Service first.

Is my medication covered?

Advanced Health pays for some mental health prescription drugs. Most Mental Health Prescription drugs are paid for by OHP. Your pharmacy will know where to send the bill. If you are asked to sign a waiver to pay for your medication, call Customer Service first.

Who do I call for transportation to my appointments?

Non-emergency medical transportation is provided by Bay Cities Brokerage toll free at 877-324-8109 or 541-266-4323. Call Monday through Friday 8am to 5pm to schedule your ride. Call as soon as you get your appointment date to make sure your ride is scheduled. If needed, you can call the same day.

Wraparound Services are available. This program is a team approach that supports youth and their families in need. It focuses on the child's strengths while working on their complex needs with the whole family. If you would like more information, please call Janelle Brant 541-260-3520.

What if I need inpatient treatment for Substance Use?

A pre-authorization is needed for inpatient Substance Use Disorder treatment. There might be some limits to your care. For Coos County call ADAPT at 541-751-0357. For Curry County call ADAPT at 877-408-8941.

Examples of things to look for if you or a family member is having a behavioral health emergency or crisis:

Considering suicide. Hearing voices that are telling you to hurt yourself or another person. Hurting other people, animals, or property. Stop participating in activities you enjoy. Have little energy. Have mood swings that cause problems in your relationships.

Common suicide warning signs to look for:

- Talking about wanting to die or kill yourself.
- Planning a way to kill yourself, like buying a gun.
- Feeling hopeless or having no reason to live.
- Feeling trapped or in horrible pain. Talking about being a burden to others.
- Giving away important possessions.
- Thinking and talking a lot about death.
- Using more alcohol or drugs.
- Acting anxious or agitated. Behaving recklessly.
- Withdrawing or feeling alone.
- Having extreme mood swings.
- Anger.
- Aggressiveness.
- Sleeping too much or always feeling tired.
- These can all be warning signs but please make sure you talk to a professional.

You can get this letter in another language, large print, braille, or another way that is best for you. It is free of charge. You can also have a language interpreter free of charge.

Call Advanced Health Member Services at:

541-269-7400 or 800-264-0014 (TTY:711 or 800-735-2900)