

The Behavioral Health Care Program

connects members to licensed behavioral health clinicians who are available for support calls, to help improve your daily quality of life, and to help you better understand your behavioral health condition. MVP recognizes medical and behavioral health as equal components of your overall well-being. If you have physical and behavioral health concerns, both case managers will collaborate to ensure all concerns are addressed.

What does the program provide?

Get private telephone outreach from a behavioral health specialist to develop a custom plan to manage your condition. Your plan may include:

- A Health Risk Assessment to determine appropriate services, resources, and level of need
- Identifying local support groups, community resources, and social programs
- Assistance with medication management and medication compliance
- Care Plan monitoring
- Assistance coordinating care between your outpatient providers to ensure you receive the best care possible
- Education on behavioral health diagnoses
- Crisis interventions to offer immediate and short-term help
- Referral to mental health and substance use programs
- Phone outreach to members who have been discharged from an inpatient setting within the first week of being home, helping to ease any confusion or questions you may have regarding discharge plans
- Assistance accessing the MVP behavioral health network of treatment providers

MVP offers the Behavioral Health Case Management team as a part of your behavioral health benefit and your records will always remain confidential.



MVP has resources for members who are living with a physical or behavioral health concern.
For more information, visit mvphealthcare.com/HealthandWellness.

What is behavioral health?

Behavioral health is a term that refers to mental health and substance use disorders. It includes ways of preventing and treating both mental health conditions and substance use disorders.

Mental Health

Mental health concerns may affect a person's thinking, feeling, or mood. They may impact how a person interacts with others, functions each day, and makes choices.

Common mental health conditions include:

- Anxiety
- Depression
- Eating disorders
- Bipolar disorder
- Schizophrenia

Set and Meet Program Goals

Your objectives may include some or all of these behavioral health goals:

- ✓ Take care of your body, including staying active, eating nutritious meals, and avoiding cigarettes, vaping, alcohol, and drugs
- ✓ Getting enough sleep
- ✓ Take medications as prescribed by your doctor
- ✓ Asking for help when you need it
- ✓ Surrounding yourself with positive people
- ✓ Learning how to reduce stress

Substance Use Disorder

Substance use disorders occur when someone loses the ability to control their use of alcohol and/or drugs, causing significant impairment. People who struggle with an addiction condition will continue to use the substance despite the harm it causes and may experience health problems, disability, and failure to meet responsibilities at work, school, or home.

Substance use disorders include:

- Alcohol use disorder
- Opioid misuse
- Nicotine (tobacco) dependence

Need help?

Call, text, or email for free, confidential support.

MVP Crisis Hotline

1-888-687-6277

National Suicide Prevention Lifeline

1-800-273-TALK (8255)

Crisis Text Line

Text HELLO to 741741

National Alliance on Mental Illness (NAMI) HelpLine

1-800-950-NAMI (6264)

info@nami.org

Questions?

We are here to help.

Call MVP Case Management
at **1-866-942-7966**,
Monday–Friday 8:30 am–5 pm.