

Need Help with Your Mental Health or Substance Use?

HEALTH NET HAS MANY BENEFITS TO CHOOSE FROM

Mental health struggles and substance use disorders affect people from all backgrounds and all age groups. The good news is that they can be treated.

As a Medi-Cal member through Health Net, you have many behavioral health benefits. **Behavioral health includes a range of mental and substance use issues linked to a person's:**



Emotions



Thoughts



Social well-being



Services covered

Your plan gives you access to a wide array of behavioral health providers. And it covers benefits that include:

- Therapist sessions for individuals and families
- Medication management
- Applied Behavioral Analysis for children and youth
- In-office, telehealth, or other types of care (if needed)¹



Refer to your Medi-Cal Member Handbook (Evidence of Coverage) for details about:

- **Covered services**
- **Benefit exclusions and limits**



How to get help

If you need help, simply Health Net Member Services toll free at **1-800-675-6110 (TTY: 711)**, 24 hours a day, 7 days a week and select the Behavioral Health option. Member Services is there to:

- Answer questions
- Get you help right away if you're having a behavioral health crisis or emergency
- Help you find an available provider²

If you or a family member is in a mental health crisis or feeling suicidal, call 988. Or go to the nearest emergency room (ER). The 988 crisis line has 24 hours, 7 days a week access to trained staff members to help you if you're having distress linked to mental health. If you or a family member needs instant medical help, call 911. Or go the nearest ER.



 SCAN ME

Find a provider

You can find a behavioral health provider by calling the Customer Service phone number on the back of your Health Net Member ID card and select the Behavioral Health option. Or you can use the Health Net Find a Provider tool on www.healthnet.com.

When you connect to Find a Provider, you'll find the most up-to-date listings of behavioral health providers. Here's how:

- 1 Visit www.healthnet.com
- 2 Under **Members** click on *Find a Provider*.
- 3 Enter a location (street address, city, county, or state). Then click on **Select your plan**.
- 4 Select your plan or network, then choose **Continue**.
- 5 Under **Choose a Category**, select the **Behavioral Health** tile.
 - a) Choose how you want to search for a Behavioral Health Provider. Select by Professionals or by Facilities.
 - b) Select a specialty, or leave blank to view all.



¹Preapproval is required, except in an emergency.

²Upon request, a Behavioral Health rep will reach out to providers on your behalf and will contact you once an available provider is found. Please note routine appointments with an MD/psychiatrist may take up to 15 business days, or 10 business days for a therapist.

This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions.

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