



# Find convenient mental health support

Connect to healing, find hope, and live your best life



If you or a loved one need help with a mental health issue, you're not alone. Through your Anthem benefits, you can find expert, compassionate, and confidential care — often at low or no extra cost. Access our wide range of programs and services online, on the phone, in person, or digitally — whatever is most convenient for you.

## Have a virtual visit with a mental health professional



### LiveHealth Online

Have a secure video visit with a therapist, psychologist, or psychiatrist without leaving the privacy and comfort of home. Using your smartphone, tablet, or computer with a camera, you can:

- **Talk with a licensed therapist in seven days or less.<sup>1</sup>**  
Sessions are 45 minutes and cost about the same as an in-office therapy visit.
- **Visit a board-certified psychiatrist within two weeks.<sup>1</sup>**  
Psychiatrists provide medication support.<sup>2</sup> A session usually costs the same as an in-office psychiatrist visit.

To make an appointment, visit [livehealthonline.com](https://livehealthonline.com), call **888-548-3432**, or go through Anthem's [Sydney<sup>SM</sup> Health](#) app. Appointments are available from 7 a.m. to 11 p.m., seven days a week.



### Connect with LiveHealth Online

Scan the QR code with your phone's camera to access LiveHealth Online.



### Talkspace

Talkspace pairs you with a therapist who fits your needs. You can securely message your therapist 24/7 via text, audio, or video whenever you need help. You can also schedule a virtual visit to connect in real time. Your therapist can help you with anxiety, depression, drug and alcohol use, grief, relationships, sleep, stress, and trauma.

To sign up, go to [talkspace.com/anthem](https://talkspace.com/anthem) and complete the requested information and get paired with a therapist that best fits your needs.



### Connect with Talkspace

Scan the QR code with your phone's camera to access Talkspace.



## Empower yourself with digital tools

### Total Health Connections

With Total Health Connections, you have access to a dedicated Family Advocate. They'll help you find a doctor, stay on top of preventive care, manage chronic conditions, and make the most of your health plan benefits. Connect with your Family Advocate through the Sydney Health app or by calling **833-824-1434**.

### Emotional Well-being Resources

Emotional Well-being Resources from Learn to Live provide online programs and personalized coaching to help you work through thoughts and behaviors that affect emotional well-being. You'll learn ways to manage stress, anxiety, depression, and sleep issues. Log in to [anthem.com](https://www.anthem.com), go to *My Health Dashboard*, choose **Programs**, and select **Emotional Well-being Resources** to get started.

### Sydney Health app

Anthem's secure app serves as an excellent connection point for mental health support. Use Sydney Health to:

- Find behavioral health professionals in your plan's network.
- Check cost and what your plan covers.
- Discover resources that support your well-being.

### Knowledge Hub

If you need help with stress, anxiety, depression, or other behavioral health conditions, Knowledge Hub provides quick access to articles, webinars, podcasts, and helpful links. Visit [anthemknowledge.com/abcbs](https://www.anthemknowledge.com/abcbs) to explore topics such as stress management, substance use, suicide prevention, autism, ADHD, PTSD, and whole person health.

### Connect with Knowledge Hub

Scan the QR code with your phone's camera to access Knowledge Hub.



## Let our caring team help you

### Behavioral Health Resource Center

Extra support makes a difference when facing issues such as anxiety, depression, eating disorders, or substance use. Our caring experts will work with you to find treatment programs and arrange confidential counseling and support services that meet your individual and family needs. Available 24/7. Call **844-792-5141** to get started.

### Autism Spectrum Disorder Program

This no-cost program builds a support system for families of members on the autism spectrum and helps them understand care options. Our specially trained case managers can coordinate medical and community resources, including Applied Behavior Analysis (ABA) therapy. Call **844-269-0538**.

### 24/7 alcohol and drug support

If you or someone in your family is struggling with substance use disorder (SUD), call **844-451-1576** to make an appointment and take the first step toward recovery.

### We are here with support

Scan the QR code with your phone's camera to download the Sydney Health app. If you have questions or need help finding mental health care, chat with us on the [Sydney Health](https://www.anthem.com) app or at [anthem.com](https://www.anthem.com). You can also call Member Services at the number on your health plan ID card.



<sup>1</sup> Appointments subject to availability of a therapist. Members must be 10 years or older to see a therapist online and 18 years or older to see a psychiatrist online.

<sup>2</sup> Prescription availability is defined by physician judgment. Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

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 text, chat, or call 988 (Suicide & Crisis Lifeline), or 911 for help. If your matter is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online and Talkspace do not offer emergency services.

Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support. Learn to Live is an education program and should not be considered medical treatment.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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