

## Behavioral Health Guide for Members

MDwise cares about all your health care needs. Your behavioral health is just as important as your physical health. MDwise gives you options to help with your behavioral health. MDwise also has doctors that will help you with your substance use disorder. We work hard to make sure there are good doctors in your area to help you with your needs.



You can use the MDwise website directory at [MDwise.org/find-a-doctor](https://www.mdwise.org/find-a-doctor) to find a doctor in your area. If you need help finding one, you can call customer service at **800-356-1204** or **317-630-2831** in the Indianapolis area.

**You do not need a referral from your doctor to use behavioral health and substance use services. These services can include:**

- Inpatient behavioral health services, except when provided in a state behavioral health hospital.
- Electroconvulsive therapy.
- Inpatient drug and alcohol detoxification.
- Psychiatric partial hospitalization services.
- Substance Use Disorder residential treatment.
- Outpatient therapy.
- Psychological testing.
- Outpatient Substance Use Disorder services, including Opioid Treatment Provider services, partial and intensive outpatient services.
- Crisis intervention services.
- Medication-Assisted Treatment (MAT).
- Suboxone Treatment for opioid dependence.
- Telehealth services.
- Quitting Tobacco Services.

## Behavioral Health Emergencies & Crises

<b>Behavioral Health Emergency</b>	Your life, health or safety, or the safety of others would be in danger if you don't get help quickly.	Call 911.
<b>Behavioral Health Crisis</b>	You need help quickly so the situation does not become an emergency.	Call a crisis line or your behavioral health doctor.

If you have a behavioral health doctor, such as a counselor, they will tell you how to reach them during a crisis. **If you are having a crisis, follow the plan you made with your counselor.**



- **National Suicide Prevention Lifeline:** Call the Lifeline number 24 hours a day. This is a free service. Call this number if you are in emotional distress or suicidal. Your call will be sent to the nearest crisis center. Call **988** today to talk to someone who can help you.
- **National Alliance on Mental Illness (NAMI) helpline** at **800-950-NAMI**.

## Traditional Outpatient Services

Outpatient therapy services are usually provided by a therapist. You can be seen in their office, your home, or in another community setting. At the first appointment, a therapist will ask you about your life and how therapy can help you. This is called an assessment. Then they will let you know how often they think you should be seen for therapy.

Therapy sessions can be 30-60 minutes long. They can be with just you or include your family and loved ones. They can also be with just your family or those closest to you if you agree. Group therapy may also help. Group therapy is therapy with other people going through the same things you are.

You may also see a specialist that is able to give you medication. During these visits, the specialist will talk to you about your symptoms. They will tell you if there is a medication that can help you manage your symptoms.

## Intensive Outpatient Program (IOP)

Intensive Outpatient Programs (IOP) are therapy groups that take place 3 times a week. Each group session lasts at least 3 hours. This group is led by a licensed therapist. The group can teach you about your mental health or substance use disorder. The group can also teach you how to deal with your feelings or talk to you about your mental health or substance use disorder needs.

## Partial Hospital Program (PHP)

Partial Hospital Programs (PHP) are therapy groups that take place 5 times per week. Each group session lasts 4-6 hours. Therapy groups take place every day and are led by a licensed therapist. The therapy takes place in groups with other people that have the same mental health needs as you.



## Specific to Substance Use Disorders

Sometimes it is best to be seen for your specific concern. MDwise works with doctors that can help you with your substance use disorder needs.

### Opioid Treatment Program (OTP)

Opioid treatment programs (OTP) are centers that treat opioid use disorder. These treatments include therapy, care management, groups, and daily medication management with methadone. Treatment also includes drug testing. You must use OTP services to cover methadone treatment for opioid use disorder. OTP services occur every day and are led by a state registered OTP doctor.

### Residential Substance Use Disorder (SUD) Treatment

If you have a substance use disorder and have tried other kinds of treatment, you may be able to have residential SUD treatment. Residential SUD treatment is for people who have substance use disorder and are in a center that has a residential SUD doctor. You will stay in the center overnight. You will have goals that are designed to help you. You will also go to therapy by yourself, group therapy, and skills groups. Treatment typically lasts an average of 30 days. You will see a doctor at least once per week and you may be given medication.

### Inpatient Hospitalization Treatment

MDwise knows that sometimes you are in a crisis and may need to be in the hospital to help keep you and those around you safe. This is called being inpatient. There are many hospitals around the state that can help you.





## What's Next?

Once you find a doctor, call and schedule an appointment. Make an appointment as soon as you can. This will help stop any delays the first time you need to use your benefits.



### **Before your appointment, write down any:**

- Questions you have for your doctor.
- History of family health problems.
- Prescriptions, over-the-counter drugs, vitamins or supplements you take.

### **Tips to help you when you make an appointment:**

- Call when the office or clinic is open.
- Tell the office or clinic that you are a MDwise member.
- Give them your name and MDwise ID number.
- Tell them what kind of appointment you need.
- Tell them if you think it is serious and you need more than a usual appointment.

## **Missing A Health Care Appointment**

If you need to miss an appointment, call the office or clinic to cancel as soon as you can. They will help you schedule another appointment. Each clinic has its own rules about when you miss an appointment. Ask your clinic about its rules.

## **Pharmacy Benefits**

Visit [MDwise.org](https://www.mdwise.org) for information about your pharmacy benefits. We can give you information about medications you may be taking that help with your mental health and substance use disorders.