

Your Mental Health and Substance Abuse Benefits

Guide

to Your

Coverage

Accessing psychiatric
and psychological care

When you or an
immediate family member needs
assistance with a
mental health or
substance abuse problem,
ValueOptions can help.

(800) 242-9437

To access Achieve Solutions, go to:
www.achievesolutions.net/amhic

Username: amhic
Password: solutions

*This brochure is for informational purposes only and does not
guarantee eligibility for program services. ValueOptions services do not
replace regular medical care. In an emergency, seek help immediately.*

 ValueOptions

Mental Health and Substance Abuse Care

Call ValueOptions for confidential counseling or
assistance any time, day or night.

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Your Mental Health and Substance Abuse Benefits

You are eligible for mental health/substance abuse (MHSA) benefits through ValueOptions, a company that specializes in managing treatment for mental health and substance abuse conditions.

The ValueOptions' confidential help line is staffed 24 hours a day, seven days a week to help you with:

- feelings of depression, stress and anxiety
- referrals for therapy
- immediate mental health crisis assistance

The ValueOptions network includes psychiatrists, psychologists, psychiatric nurses and master's-level counselors. They specialize in mental health issues such as depression, stress, substance abuse and anxiety, and offer services at convenient times and locations. Help is just a phone call away!

How do I get help?

To access your benefits, simply call the toll-free number on the wallet card attached to this brochure. You will be connected with a behavioral health care professional who will obtain information about your concerns and refer you to appropriate care.

You also have access to Achieve Solutions, an online resource that offers valuable information.

Log on to Achieve Solutions 24 hours a day to:

- access a comprehensive library of educational materials, including information on stress, depression and anxiety
- complete self-assessment tools and interactive trainings
- read news briefs and feature stories, which are updated weekly.

What services are covered?

ValueOptions covers mental health and substance abuse services that are deemed clinically appropriate. You will receive a higher benefit when you use a ValueOptions network provider. In most cases, you can still receive benefits if you use a non-network provider, but you may have increased copayments or deductibles. Some benefits may not be covered.

What if I choose to see an out-of-network provider?

If you use a non-network provider, you are responsible for submitting a claim form within 12 months from the date the expense was incurred. Call your toll-free ValueOptions phone number for details on how to submit your claim. You are not required to submit a claim when you see a ValueOptions provider.

Are my phone call and treatment confidential?

All services through ValueOptions are voluntary and confidential in accordance with state and federal laws. ValueOptions will not disclose information to anyone without your explicit written authorization, except within federal and state guidelines for release of confidential information.

Mental Health and Substance Abuse Care

Counseling and Referral Services

- assistance for depression, stress and anxiety
- referrals for therapy
- immediate mental health crisis assistance

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