

# Helping you with lower costs, more care providers, and easier access to behavioral healthcare



## Because mental health is part of your overall well-being

It's important to get the right support for behavioral health issues.



### Youth suicide rates

Suicide is the second leading cause of death for children between 10 and 14 years of age in the U.S., and 11th overall.<sup>1</sup>



### Complex needs

21.5M U.S. adults experience both mental illness and a substance use disorder.<sup>2</sup>



### Primary care impact

Employees experiencing mental distress use an average of nearly \$3,000 more in healthcare services per year than their peers.<sup>3</sup>

## We are here to help

If you or a loved one needs help with a mental health or substance use issue, you're not alone. Through your Anthem benefits, you can quickly find expert, compassionate, and confidential care — often at lower or no extra cost. You have access to a wide range of programs and services online, on the phone, in person, or through video — whatever is most convenient for you.

## Enhancing behavioral health support in New York



### Reduced copays

Providing lower copays for virtual and in-person care.



### Expanded networks

Using larger networks with more than 100 care providers added through Carelon Behavioral Health and more LiveHealth Online virtual care providers.<sup>6</sup>



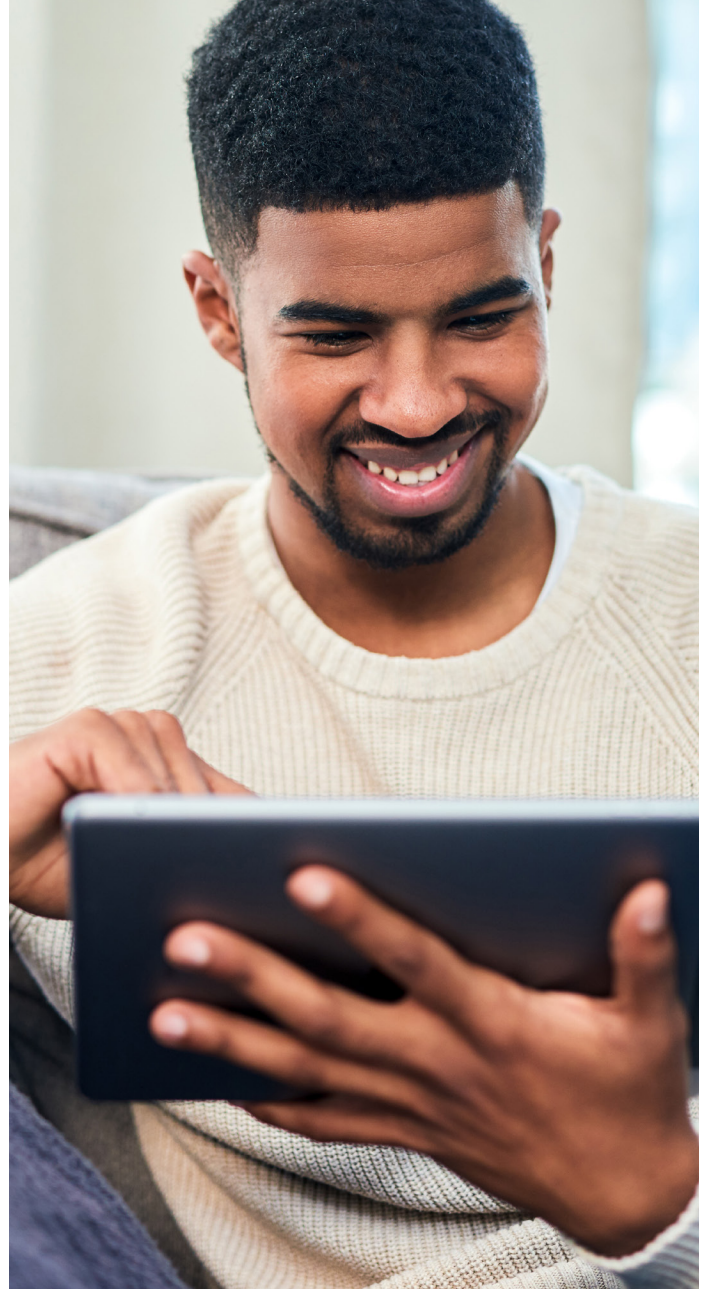
### Whole-health support

Offering innovative programs and services that provide support to children, teens, and adults — with virtual or in-person options.



### Specialized benefits

Including eating disorder treatment, autism spectrum disorder family outreach, Behavioral Health Case Management, child/adolescent/family/guardian outreach, Emotional Well-being Resources, and virtual care through LiveHealth Online.



## Our caring team helps you find the right support

If you have questions about your benefits or need help finding a behavioral health professional or program, [chat with us live on the Sydney<sup>SM</sup> Health app](#) or [anthem.com](#), or call Member Services at the number on your health plan ID card.

### Get started today



Download our [Sydney Health](#) app or sign up at [anthem.com](#). Scan the QR code using your phone's camera.

## Virtual visits

You can schedule virtual visits with psychologists and therapists within seven days using our Sydney Health app — half the time needed for scheduling in-person appointments.<sup>4</sup>

# 90%

of individuals were able to find all the behavioral healthcare they needed in the last 12 months.<sup>5</sup>

## Virtual care solutions\*

Program	Condition	Ages	How it can help	How to access	Availability
Headway	General behavioral health	6 to 12, adolescents 13 to 17, and adults 18+	Medication management and therapy services <ul style="list-style-type: none"> <li>Scheduling platform</li> <li>Average new patient appointments available in less than five days</li> </ul>	Virtual and in person Learn more at <a href="https://headway.com">headway.com</a>	Currently in AL, AZ, CA, CO, DC, GA, IL, MA, MD, MI, NC, NJ, NY, OH, OR, TN, TX, UT, VA, WA
Talkspace	General behavioral health	Teens 13+, adults 18+, and couples 18+	<ul style="list-style-type: none"> <li>Connect with a licensed care provider via private messaging, live video, and/or audio session</li> <li>Therapy: dedicated behavioral health and emotional well-being support from a licensed clinician</li> <li>Psychiatry: evaluation, prescription and medication management from a licensed prescriber</li> <li>Self-help tools: interactive exercises to complement therapy available on demand</li> </ul>	Virtual Learn more at <a href="https://talkspace.com/anthem">talkspace.com/anthem</a>	50 states
Ria Health	Alcohol use disorder	18+	Leveraging technology and evidence-based care to deliver a suite of convenient, accessible, effective treatment of alcohol use disorder <ul style="list-style-type: none"> <li>Medication-assisted treatment</li> <li>Digital health therapeutics</li> <li>Coaching</li> <li>Peer and family support</li> <li>Daily feedback on achieving personal goals</li> </ul>	Virtual Learn more at <a href="https://riahealth.com">riahealth.com</a>	50 states
Alma	General behavioral health	18+	<ul style="list-style-type: none"> <li>Therapy and medication management, either in person or telehealth</li> <li>Appointment scheduling platforms</li> <li>Average new patient appointments available in three days</li> </ul>	Virtual and in person Learn more at <a href="https://helloalma.com">helloalma.com</a>	NY
Charlie Health	Child or family crisis	Children, adolescents, and adults 12–29	<ul style="list-style-type: none"> <li>Personalized, intensive, virtual youth mental health program</li> <li>24/7 crisis line</li> <li>Focused on high acuity; customized treatment program offering individual, group, peer, and family options</li> </ul>	Virtual Learn more at <a href="https://sydneyhealth.com">sydneyhealth.com</a>	CA, CO, GA, KY, MO, NH, NV, NY, OH, VA, WI
Ophelia	Substance use disorder	18+	<ul style="list-style-type: none"> <li>Online opioid use disorder treatment</li> <li>Treatment at home with medication and support that fits privately into your life</li> </ul>	Virtual Learn more at <a href="https://ophelia.com">ophelia.com</a>	CT, ME, NY, VA

\* Kernel groups excluded.



1 National Institute of Mental Health: Suicide (February 2024); [nimh.nih.gov](https://nimh.nih.gov).

2 Substance Abuse and Mental Health Services Administration: *Key Substance Use and Mental Health Indicators in the United States: Results from the 2022 National Survey on Drug Use and Health* (November 2023); <https://www.samhsa.gov/data/sites/default/files/reports/rpt42731/2022-nsduh-nnr.pdf>.

3 National Safety Council and the National Opinion Research Center at the University of Chicago: *New Mental Health Cost Calculator Shows Why Investing in Mental Health is Good for Business* (May 13, 2021); [nsc.org](https://nsc.org).

4 Appointments subject to availability. 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 and Crisis Lifeline), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online and Talkspace do not offer emergency services.

5 Internal data: Behavioral Health Case Management Member Satisfaction Survey, Q1–Q3 2022.

6 Internal data: Cerebral Behavioral Health, 2022.

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 also may 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 Cerebral Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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