



BEHAVIORAL HEALTH RESOURCE GUIDE

We're here to help our members
enjoy the full lives they deserve



A Helping Hand When It's Needed Most

We understand that these uncertain times can cause strong emotions for children and adults alike. But there's one thing our members can be assured of: Tufts Health Plan will always be here to support their wellbeing.

We provide a helping hand with benefits that cover a full range of behavioral health services. And a Care Management team with specially trained, independently licensed clinicians who are committed to making sure behavioral health needs are addressed in a respectful, non-stigmatizing manner. It's our goal to see that individuals and families have the information, tools, support and access to care that they need to enjoy the full lives they deserve. It's what we do. The following are different areas in which we can help.



**FOR ASSISTANCE WITH
BEHAVIORAL HEALTH ISSUES,
MEMBERS SHOULD CALL
800.208.9565.**

COVID-19

Government guidelines about social distancing and sheltering in place during the pandemic can heighten feelings of isolation and anxiety, as well as increase stress for family caregivers. Our Behavioral Health Care Managers are available to provide support with benefits, assistance with locating providers, and information about telehealth services.

Learn more:

[Taking Care of Your Behavioral Health During an Infectious Disease Outbreak](#)
[Stress and Coping - Outbreaks Can Be Stressful](#)

General Mental Health

One in five adults experience mental health issues each year, such as depression, anxiety, bipolar, schizophrenia, and others.¹ To help our members address the challenges of such diagnoses, we offer benefits that include: inpatient hospitalization, partial hospital and outpatient programs, individual counseling, and medication management. Also, our licensed clinicians can help to coordinate care for members in the community.

Learn more:

[National Alliance on Mental Illness](#)
[National Institute of Mental Health](#)

¹Substance Abuse and Mental Health Services Administration, 2018

Depression and Anxiety

These two issues are often intertwined. In fact, nearly one-half of those diagnosed with depression are also diagnosed with an anxiety disorder.² When our members seek treatment – whether inpatient or outpatient – we provide navigation support to help them understand what their behavioral health benefits are, what services they need, and how to access them.

Learn more:

[National Institute of Mental Health: Depression Overview](#)

[National Institute of Mental Health: Anxiety Overview](#)

Substance Use Disorder (SUD)

When individuals struggle with SUD, the substance may include alcohol, opioids, cocaine, methamphetamine, and others. We provide the following services and outreach with the goal of achieving a successful, sustained recovery:

- Navigation support
- Specialized Addiction Recovery Care Management with frequent, high-touch engagement via phone
- Peer specialists who have been successful in their own recovery process and can help others experiencing similar situations
- Dedicated clinicians who work with facilities to ensure that members receive appropriate care, ranging from more intense treatment to less intense treatment as needed.

Learn more:

[SMART Recovery](#)

[Substance Abuse and Mental Health Services Administration](#)

Suicide

Individuals who are suicidal commonly feel pain, sometimes emotional and sometimes physical, but they don't always share it with others. When one of our members in crisis does reach out, we are here for them. A skilled clinician is immediately placed on the call to assess the person, provide support, and undertake rapid intervention, engaging them when and where help is needed.

Learn more:

[Suicide Is Preventable](#)

[Suicide Prevention – Substance Abuse and Mental Health Services Administration](#)

Caregiver Stress Syndrome

Characterized by physical, mental and emotional exhaustion, caregiver stress typically occurs when a member neglects their own physical and emotional health because they are focused on caring for an ill, injured or disabled loved one. In such cases, our Care Management team evaluates the member's medical and behavioral health needs, helps them locate support groups, and creates personalized self-care plans designed to restore the individual's wellbeing.

Learn more:

[Caregiver Support – USA.gov](#)

[Family Caregiving – helpguide.org](#)



²Anxiety and Depression Association of America, 2020

Self-Care, Wellness, and Coping

Practicing self-care and focusing on individual wellness, such as a healthy diet and moderate exercise, can have positive impacts on mental health during stressful times. As part of their Tufts Health Plan coverage, many members have access to an array of wellness benefits as well as discounts and perks, which they can take advantage of to help reach their personal goals. Our Behavioral Health Care Management team also is available for additional information or guidance in this area.

THESE ARE DIFFICULT TIMES THAT AFFECT EACH PERSON DIFFERENTLY.

No matter what behavioral health challenges our members may confront, we're here to provide the support they need to enjoy the full lives they deserve. It's what we do.

