

Facts You Might Not Know, but Should

Signs of Mental Illness and
Solutions You Can Use

Providing you with resources for improving mental health is our priority.

Mental health conditions are common, but they can vary from person to person. We created this resource to provide a better understanding of the various stages of emotional well-being across the continuum of mental illness. Please use the following information to help you recognize the signs and provide information to those who need it.

Sometimes “powering through” can leave you feeling **powerless.**

When something seems off, seeking help is the best course of action. After all, you have options—including virtual care—and we’re here to help you understand them.

**Mental
health
issues
affect
1 in 5
adults
each year.¹**

¹nami.org: 1 in 5 adults will experience mental illness this year.

Mental health issues can affect anyone.

Whether you're seeking treatment or more info, there's a number to call.

Did you know your health benefits with Priority Health include free, 24/7 behavioral health assistance? Employees are encouraged to call if they (or a dependent):

- Experience emotional distress
- Struggle with depression or sad thoughts
- Would like help finding the right person to talk to
- Are facing substance-use-related issues
- Need more information about mental health and/or substance use coverage available to them

About our customer service team

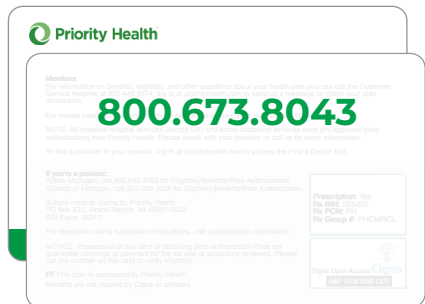
The intake team at Priority Health reviews your benefits to find in-network outpatient providers for mental health and substance-use-related issues.

About our clinical phone team

Our emergency line team of licensed clinicians assesses your situation to provide assistance if you're in need of urgent services.

About care management

Throughout the process, a member of our behavioral health team may connect you with a Priority Health care manager to provide ongoing support.



Member ID card

How does the number work?

While every case and every call is unique, we do have a standard process to give you an idea of what to expect when you call.

Initial calls

A member of our intake team will answer your call. This person can provide benefits information and assist you in finding an in-network outpatient behavioral health provider. They'll also have you complete a brief screening to determine any needs or risk. *Calls typically last a few minutes.*

Additional assistance

If the intake team member determines more immediate assistance is needed, they will transfer your call to the clinical team. The clinical team will complete an additional safety screening and help you get the care you need.

Follow-up calls

Depending on the nature of your call, you may receive a follow-up call from our behavioral health team to ensure that you received proper and effective care. For example, if you are treated for something severe, you may receive a follow-up call the same day. You may receive another follow-up call during the next week to make sure you're safe and help with additional care coordination, as needed.

**17% of
today's
youth
(ages 6-17)
experience
a mental
health
disorder.²**

Maintaining a healthy mind is crucial no matter what your age.

Teladoc Health Mental Health (formerly myStrength) is a free, self-directed digital solution for Priority Health members age 13 and up.

With this solution, you'll have access to a breadth of evidence-based activities to bolster mental health and wellness. Topics include:

- Managing stress
 - Depression and anxiety
 - Balancing intense emotions
 - Moving beyond trauma
- and more

The continuum of mental health and substance use needs

Let's take a look at mental illness throughout three levels of severity.

MILD

MODERATE

SEVERE



**I'm feeling stressed
right now.**

**I'm kind of
down and I don't
know why.**

**All of this is
just a little
overwhelming.**

**Why am I so
tired lately?**

**I wish I had
more energy.**

Mild

Mild mental health conditions have very little impact on your day-to-day life, but problems may persist or worsen if untreated.

If it's mild, you might be feeling:

- Stressed
- Down
- Overwhelmed
- Tired or lacking energy

Focusing on your emotional health is essential.

Sign up today

Set up your free Teladoc Health Mental Health (formerly myStrength) account using your Priority Health Member ID number.³ You'll answer a few questions about what's on your mind. From there, your personalized account will be ready to use. Go to priorityhealth.com/mentalhealth.



I'm so depressed.

Why am I so worried lately?

How come I am so sad?

I don't enjoy the things I used to.

I haven't had a good night's sleep in days...maybe even weeks.

Moderate

Moderate mental health conditions may impact your day-to-day routine, such as a lack of interest in things you enjoy, loss of motivation toward daily tasks or simply falling behind at work. If a child is experiencing moderate issues, they may fall behind in school or change their behavior at home.

If it's moderate, you might be feeling:

- Sad or depressed
- Worried or fearful
- Removed from friends or social events
- A lack of pleasure toward things you enjoy
- A change in sleep habits
- Ongoing effects (present more than two weeks)

Getting help works.

Eighty percent of people treated for mental illness find it effective.⁴ If you're experiencing signs of a mental health condition or struggling with stress, talk to your doctor or call the number on the back of your Priority Health member ID card: **800.673.8043**

⁴ *apa.org* – An estimated 59 million people have received mental health treatment in the past two years, and 80 percent of them have found it effective.

I'm so hopeless.

**I've been sad
for months.**

**My worries won't
go away.**

**I feel like
hurting myself.**

**I just feel like
hurting someone
or something.**

Severe

Severe mental health conditions cause significant disruptions in your day-to-day life, and they can make coping with daily stress feel impossible. This can lead to having thoughts of suicide or harming yourself or others.

If it's severe, you might be:

- Feeling sad
- Feeling hopeless
- Feeling worried or fearful
- Avoiding friends or social events
- Experiencing a lack of pleasure toward things you enjoy
- Experiencing a change in sleep habits
- Having thoughts of harming yourself or others

**Suicide prevention lifeline:
Text or call 988**

You are not alone.

A mental health condition can occur as easily and as often as a physical one. In fact, they're among the most common health conditions in the United States.⁵

Navigating the behavioral health system can be tough. Our team can assist you with your needs. Crisis support is available 24 hours a day, seven days a week at **800.673.8043**

⁵<https://www.cdc.gov/mentalhealth/learn/index.htm>

Mental health is health

If you would like to discuss your mental health benefits options or get help finding a mental health provider, call the number on the back of your member ID card or start a conversation with your HR representative.

Priority Health

Members:
For information on benefits, eligibility, and other questions about your health plan you can call the Customer Service Helpline at 800.673.8043 or log in at priorityhealth.com to see a message on your plan documents.

800.673.8043

NOTE: All inpatient hospital services (except ER) and some outpatient services need pre-approval (prior authorization) from Priority Health. Please speak with your provider or call us for more information.

To find a provider in your network, log in at priorityhealth.com to access the Find a Doctor tool.

If you're a provider:
Within Michigan, call 800.942.4765 for Eligibility/Benefits/Prior Authorization.
Outside of Michigan, call 833.300.3528 for Eligibility/Benefits/Prior Authorization.

Submit medical claims to: Priority Health,
PO Box 232, Grand Rapids, MI 49501-0232.
EDI Payer 38217

For electronic claims submission instructions, visit priorityhealth.com/claims.

NOTICE: Possession of this card or obtaining prior authorization does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

FF This plan is sponsored by Priority Health.
Benefits are not insured by Cigna or affiliates.

Prescription: Yes
Rx BIN: 025425
Rx PCN: PH
Rx Group #: PHCMRCL

Cigna Open Access **Cigna**
AWAY FROM HOME CARE

Whether you're experiencing mild, moderate or severe symptoms, mental illness is something many people will face in life. We're committed to offering mental health resources for our members and communities. Remember, we're here for you.

Learn how we're making mental health a top priority throughout Michigan at priorityhealth.com/about-us/community-mental-health.

