

Welcome to your behavioral health benefits program.

The mind is a powerful thing—so is the peace of mind in knowing you have support when you need it. That’s what we’re all about. If you or a loved one has been diagnosed with a behavioral health condition, we’re here for you.

Knowing where to turn when you have a behavioral health need can be overwhelming—we’re here to make it approachable and meaningful.



Helpful information is available within this toolkit.

If you have any questions, please call a customer advocate at **888.736.7009** or visit [well.evernorth.com](https://www.well.evernorth.com).

If you have a hearing or speech impairment and use Telecommunications Relay Services (TRS) or a Text Telephone (TTY), dial 711 to connect with a TRS operator.

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If you or a loved one has been diagnosed with a behavioral health condition, we're here for you.

Our professional behavioral team can work together with you and your family to:

- + Better understand a behavioral diagnosis.
- + Identify and manage triggers that can affect a condition.
- + Look for signs of depression, alcohol misuse and substance misuse.
- + Map out a personalized plan to set and achieve health goals.
- + Learn about treatments and medications.
- + Maximize health plan benefits.
- + Find a health care provider or facility.
- + Find nearby community resources and programs.
- + Get referrals to other available wellness and lifestyle programs.
- + Coordinate services with providers, therapists or other treatment professionals.

Coaching and support programs

Substance and alcohol use—Education and resources that support recovery from alcohol or substance misuse to addiction.

Eating disorders—For individuals and families who could benefit from support and guidance related to eating disorders.

Opioid and pain management—Whole health strategies, education and resources to promote safe pain management and the safe use of medications, when needed.

Autism—Assistance and guidance with a new or existing autism diagnosis for individuals, families and caretakers.

Parents and families—Support resources for adults with behavioral health needs or caretakers of children 17 and younger who are in a higher level of care.

Intensive behavioral case management—Added support for adults living with behavioral health issues and for individuals with a medical problem who may benefit from behavioral care.

EVERNORTH IS HERE TO HELP

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