

# Care guidance for substance use

Support is available when you need it



Deciding who to contact or what steps to take for drug or alcohol treatment can often be daunting and confusing, whether it's for you or a loved one. Rest assured; a team of professionals is ready to help you find the right care at the right time.

**Make the most of your employer-sponsored benefits.** Whether you're thinking about treatment or ready to begin, understanding the benefits available to you and your family is crucial. Employees are often surprised to discover the range of benefits they're entitled to, either due to having forgotten about them or being unaware of their existence. Knowing about these benefits can help you prepare for when the time is right for you or a family member to engage in care.

**Consult your primary care provider (PCP).** Your PCP can be an essential first point of contact, overseeing your physical health while also helping manage cravings and withdrawal symptoms with a personalized treatment plan. By collaborating with other healthcare professionals and specialists, your PCP can coordinate your substance abuse care effectively. Don't have a PCP? Search for one on [anthem.com](https://www.anthem.com) or access the **Sydney Health app**, using the Find Care feature or call **844-274-9561** to speak to a Family Advocate who can assist you in finding one.



**Connect to care your way.**



Visit [Anthem.com](https://www.anthem.com) or use the Sydney Health app to search for a provider or facility in your plans network, review your benefits, and access emotional well-being resources.

**Access in-network care.** Choosing in-network care can help you avoid unexpected costs and make the most of your benefits. To find a provider in your network go to [anthem.com](https://www.anthem.com) or access the **Sydney Health app**, using the Find Care feature or call **844-274-9561** to speak to a Family Advocate who can assist you in finding one.

**Contact Anthem's Behavioral Health Resource Center.** Having access to support can make a big difference when substance use affects you or a loved one. Our compassionate and skilled clinical experts will collaborate with you at no cost to evaluate your needs, identify in-network treatment programs, and organize confidential counseling and support services covered under your benefits plan and best tailored to your situation. Call **844-792-5141** to connect with the Behavioral Health Resource Center.

**Connect with a Behavioral Health Care Manager.** When dealing with a complicated health condition like substance use disorder, it is comforting to know you don't have to navigate it alone. With Anthem's Care Management program, you can be paired with a licensed clinician, who can offer one-on-one support as you work through your substance use issue. The clinician is backed by a team of health experts, including doctors, nurses, and pharmacists, who will work together to make sure you're getting the right care at the right time. Think of it as an extra layer of support, on top of the care you're getting from your regular doctor or treatment provider. Call **844-792-5141** for a referral to the care management team.

**Consider seeking care at a Blue Distinction Specialty Care center.** These specialized in-network care centers are renowned for their expertise in providing high-quality specialty care that is safe, effective, and efficient. The programs are designed to help you find providers who meet or exceed strict quality standards, delivering better outcomes for those needing specialized or complex care. To look for a Blue Distinction Specialty Center for Substance Use Treatment and Recovery near you, click [here](#).



\*Time to appointments vary based on virtual and in-person option preferences.

\*\*Follow-ups for all high-risk cases.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

## Participate in Emotional Well-being Resources administered by Learn to Live.

Learn to Live utilizes the principles of cognitive behavioral therapy (CBT) to provide free tools and personalized coaching support. These resources are designed to help you identify and understand your thoughts and behaviors, particularly those related to substance use and other mental health conditions. To get started, simply take an assessment to find the program that best suits your needs. Register on [anthem.com](http://anthem.com). Go to Care > Health and Wellness Programs > Emotional Well-being Resources.

**Reach out to your Employee Assistance Program (EAP).** SupportLinc offers expert guidance to help you and your family address and resolve everyday issues. For in-the-moment support, reach a licensed clinician 24/7/365 for immediate assistance. You also have access to 8 no-cost counseling sessions, in-person or via video. If your needs exceed the scope of EAP, they can assist in linking you to your medical benefits and other relevant support services. Contact your EAP – SupportLinc, 24/7 at **888-505-3745** or [visitmygdsupport.com](http://visitmygdsupport.com).  
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