

# 6 SIGNS YOU COULD BENEFIT FROM EMOTIONAL HEALTH SUPPORT.

Your mental and emotional wellbeing affects every aspect of your life, from personal relationships and your physical health to your ability to do your job. Here are some signs you could use a little extra support even if you don't have a diagnosed condition.

1

## CHANGES IN SLEEP OR EATING HABITS

A notable increase or decrease in appetite and disrupted sleep patterns can be red flags.

2

## UNEXPLAINED PHYSICAL AILMENTS

These can include headaches, upset stomach, and general aches and pains.

3

## CHRONIC FATIGUE AND A LACK OF ENERGY

Everyone gets run-down, but it's not normal to feel that way for weeks or months.

4

## SHUNNING SOCIAL ACTIVITY

Personal connections are crucial to good mental health, even if visits are virtual.

5

## GROWING STRESS CAUSED BY DAILY ACTIVITIES

This can take many forms, from an inability to cope with problems to simply feeling overwhelmed.

6

## SUBSTANCE ABUSE

Overdrinking or using drugs is a common sign of more serious underlying issues.

IF ANY OF THESE SYMPTOMS SOUND FAMILIAR, YOU'RE NOT ALONE. WE CAN HELP.

1 IN 5

New Yorkers are living with mental illness<sup>1</sup>

1.9M

New Yorkers have a substance abuse problem<sup>1</sup>

# GET THE RIGHT LEVEL OF EMOTIONAL SUPPORT, WHEN AND WHERE YOU NEED IT.

As an Excellus BCBS member, you have access to a wide range of behavioral health programs, tools, and resources included in your plan. It's all part of our holistic approach to going beyond physical health to support your total wellbeing.



## Excellus BCBS Care Management Team

A highly trained team of behavioral health and medical professionals is here to ensure you receive the right level of support.



## Telemedicine

Get the counseling you need wherever you're most comfortable by virtually connecting with your provider or a national network of board-certified psychiatrists and licensed therapists through MDLIVE®.



## 24/7 Nurse Line (1-800-348-9786 / TTY: 1-800-662-1220)

Our specially trained registered nurses are standing by to provide fast answers and a friendly, caring voice.



## Wellframe® Mobile App

Text securely and privately with a Care Manager, collaborate to develop personalized health management plans, and create daily checklists to stay on track. A Care Manager can also connect you with Wellframe® programs that best fit your needs. In addition to a 30-day Behavioral Health & Wellness Foundation program, Wellframe® offers tailored modules for:

- Depression
- Anxiety
- Bipolar Disorder
- Schizophrenia
- Substance Use Disorders
- Post-Traumatic Stress Disorder

## Download the FREE Wellframe® app to connect with a Care Manager (access code: EXCELLUS)

Or call our Care Management Team at 1-877-222-1240 (TTY: 1-800-662-1220)  
Monday - Friday, 8 a.m. to 5 p.m. ET



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Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

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