

Beacon Health Options – Employee Assistance Program (EAP)

For PPO and HMO Members

The Beacon Health Options EAP is provided at no cost to all CVT subscribers with medical coverage. Employees and their family members can talk one-on-one with an experienced, licensed counselor for support with stress management, strengthening relationships, work/life balance, grief and loss and more.

Each covered member is eligible for up to six free counseling sessions per benefit year (with a maximum of two courses of treatment). Clinical assistance is available 24/7 and your conversation is strictly confidential in accordance with federal and state laws.

Call for confidential support or information any time, day or night at (877) 397-1032 to be connected to an EAP counselor. Members must call Beacon Health Options for a referral and authorization prior to receiving services. Claims will not be paid without an authorization. To find a service provider in your area or access online resources go to achievesolutions.net/cvt.

EMERGENCY HELP

If you think you have a medical or psychiatric emergency, call 911 or go to the nearest Emergency Department.

An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.

Your Good Health is Our Business

As one of California’s largest self-funded PPO public school trusts, California’s Valued Trust (CVT) specializes in healthcare benefits for the education community. CVT is a leading healthcare benefits provider to more than 160,000 members from over 235 K-14 school districts, community colleges and county education offices throughout the state and growing. Its daily operations are overseen by an experienced, professional full-time staff of approximately 39 employees.

CVT was established in 1984 by district superintendents and labor representatives of the California Teachers Association (CTA) and the California School Employees Association (CSEA). The purpose is to pool resources so that all districts have access to quality benefits and cost savings. CVT is a not-for-profit trust governed by a 12-member board of trustees and is composed equally of labor and management representatives.



We’re Here For You

Outstanding and responsive member service is a top priority for California’s Valued Trust (CVT). There are many ways to connect to us because we’re here to answer your questions and help you navigate your healthcare plan and options.

This brochure is one of many in CVT’s **Know Your Benefits** series created to provide information and resources to help you make more informed decisions. The complete series of **Know Your Benefits** brochures are available at CVTrust.org/resources.

Need help or have a question?
Call CVT’s **Member Services Department** at (800) 288-9870 for assistance.



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cvttrust.org



CVT complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-288-9870.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-288-9870。

Getting the Mental Healthcare You Need
Know Your CVT Benefits



**CALIFORNIA’S
VALUED TRUST**
Healthcare Benefits for the Education Community

Getting the Help You Need

Anxiety. Depression. Substance abuse.

Behavioral health conditions can influence your physical well-being. Our bodies and minds work as one. That's why CVT health plans offer mental health and substance abuse benefits as part of our medical plans.

Mental health services include assessment, treatment, and support for a variety of mental, emotional, and substance use conditions. Plan networks of behavioral health providers can help you or your loved ones deal with conditions such as depression, anxiety, eating disorders and drug or alcohol dependence.

Managing a behavioral health condition can feel overwhelming. The good news is you don't have to do it alone! This guide summarizes available behavioral health resources based on plan enrollment. So whether you are a PPO or an HMO plan member, where to get help is provided here.

Questions? Just give **CVT Member Services Department** a call at **(800) 288-9870** and a representative can help you find help.

PPO Plans

Anthem Blue Cross® and Blue Shield of California® PPO Plans

Whether your PPO plan uses the Anthem Blue Cross or Blue Shield of California network of behavioral health providers, there is help for you or your loved ones to deal with conditions such as depression, anxiety, eating disorders and drug or alcohol dependence.

You do not need a referral to see a behavioral health provider, but most hospital services must be pre-approved by Anthem or Blue Shield.

Finding an Anthem PPO Provider – To find an Anthem participating provider, register at [anthem.com/ca](https://www.anthem.com/ca), and select "Find a Doctor." If you'd prefer to search as a Guest, be sure to select the PPO (Prudent Buyer) plan and the "Behavioral Health" option on the following page.

Questions? Call **Anthem's Dedicated Customer Service Unit** for CVT members at **(800) 234-4333**.

Finding a Blue Shield PPO Provider – To find a Blue Shield participating provider, go to www.blueshieldca.com/networkppo (PPO Shared Advantage plans with Blue Shield of California network for mental health).

Questions? Call **HealthComp** at **(800) 442-7247** for help finding a provider. HealthComp is the claims administrator for CVT's Blue Shield PPO health plans.

HMO Plans

Kaiser Permanente® HMO Plans

Adult mental health. Child and Adolescent mental health. Addiction and recovery. Emotional wellness.

Kaiser Permanente offers a resource hub for mental health and wellness at kp.org/mentalhealth. It's got a lot of great information, tools, and support for members, and it's designed to help members connect to care, learn about their treatment options and more.

Additionally, Kaiser created findyourwords.org to help people talk about mental health without fear and judgement, ask for help if they need it and help others when they can. Kaiser also has a sister site in Spanish, encuentraquedecir.org. Kaiser hopes to help create a culture of acceptance and support and to help end the stigma for good.

Northern California members should call the **Kaiser Permanente Member Service Contact Center** at **(800) 464-4000** and Southern California members should call **(800) 900-3277** or **711 (TTY)**, 24 hours a day, 7 days a week (closed on holidays). They can help you access crisis intervention and guidance, get referrals and connect to many other resources. You do not need a referral to access mental health services.

Anthem Blue Cross HMO Plans

Your Anthem HMO plan provides coverage for inpatient and outpatient mental health and substance abuse care.

Whenever you need non-emergency mental health or substance abuse care, call **Anthem Customer Service** at **(800) 234-4333** for immediate assistance or help finding a network provider. You can also find a provider online by going to [anthem.com/ca](https://www.anthem.com/ca).



Blue Shield of California HMO Plans

Your Blue Shield of California HMO health plan provides coverage for inpatient and outpatient mental health and substance abuse care through an agreement with Blue Shield's mental health service administrator (MHSA).

Whenever you need non-emergency mental health or substance abuse care, call **(877) 263-9952** for immediate assistance or help finding a network provider. You can also find a provider online by going to the Find a Doctor section of [blueshieldca.com/networkhmo](https://www.blueshieldca.com/networkhmo) (HMO plans with MHSA network for mental health).

Additional Services

MDLIVE® Behavioral Health

For PPO Members – CVT offers PPO members (non-Medicare) MDLIVE Behavioral Health, virtual behavioral health services that give you access to caring, compassionate counselors and psychiatrists. These are secure, private video sessions with an experienced counselor or psychiatrist who is licensed in your state.

These services can help address depression, anxiety, life transitions, trauma and loss, substance use, relationships and more. Signing up is free and you only pay per consult. In most cases, Behavioral Health consultation fees are the same as your physician office visit. E-prescriptions can be sent to your local pharmacy, if required.

Start today by calling **(888) 632-2738** or registering at [mdlive.com/cvt](https://www.mdlive.com/cvt).

ConsumerMedical® is Your Medical Ally

For PPO Members – All active and non-Medicare retiree members have access to ConsumerMedical. It's a free service that provides high-touch, and expert medical guidance for any condition. The support is confidential, one-on-one and will help members make informed decisions about their care. Working with a team of physicians, nurses and other healthcare professionals, you can get assistance with understanding your medical condition and options, even identify the most qualified doctors and hospitals in your region.

To learn more about this free program, call toll-free **(888) 361-3944** or visit [myconsumermedical.com](https://www.myconsumermedical.com). To register, enter company code **CVT**.