



**Andre Hamil**  
We help our MHN  
members get the  
support they need.

# Your Behavioral Health Benefits

Living well means taking care of your physical health and your mental health. We can help.

Your behavioral health benefits offer treatment for mental health issues and substance use disorders.

## *We work with:*

- Counselors
- Clinical social workers
- Psychologists
- Marriage and family therapists
- Psychiatrists



## *How do I get help?*

Just call the toll-free number on this flyer. Customer service representatives are standing by 24/7 to take your call. Clinicians are always there for you if you need them. We will:

- Answer any questions you have about your benefits.
- Find out your needs and suggest an MHN network provider for you.
- Get help right away if there's a crisis or emergency.
- Help you secure an appointment (within 48 hours if urgent or, if not urgent, within 10 business days).

To find a network provider on your own, try the provider search on MHN's member website. You don't need authorization for outpatient appointments. (Please call MHN to let us know who you are going to see, so we can confirm that the provider remains in our network and explain your plan's coverage and copayment.)

## *What do my benefits cover?*

Your mental health and substance use disorder benefits may include:

- Sessions with a counselor, therapist, psychologist, or psychiatrist.
- Treatment in settings that meet your medical needs – from care for a few hours per day, several days a week (referred to as “alternate levels of care”), to 24-hour care (referred to as “inpatient treatment”).<sup>1</sup>
- Treatment follow-up and aftercare.

*(continued)*

<sup>1</sup>You need authorization before you receive inpatient and alternate levels of care treatment, except in an emergency. If you need emergency inpatient treatment, you, a family member, your doctor, or your hospital must call MHN within 24 hours of admission.

Some MHN benefit plans cover services received from out-of-network providers; others do not. We suggest using a network provider whenever possible. When you do:

- Your portion of the cost is usually much lower than it would be with a provider outside the network.
- You know the provider meets high standards of education, training and experience.
- If you have any problems with the provider, MHN can step in to help.
- There are no claims to file.

This is only a summary of your benefits. Please call MHN or refer to your plan documents (*Evidence of Coverage* or *Summary Plan Description*) for details about:

- Who is eligible for plan benefits (usually full-time employees and their dependents).

- What services are covered when you use an MHN network provider.
- What services are covered when you use a provider who's not in our network (some plans only cover in-network services).
- Your out-of-pocket costs.
- Benefit exclusions and limitations.
- Your rights and responsibilities as an MHN member.

(You can also ask your employer for these details. They are in your organization's *Group Services Agreement*.)

### *Need help?*

Call toll-free, 24 hours a day,  
seven days a week:

**1-888-935-5966**

TTY users call 711

Or visit us at:

**members.mhn.com**

#### **We speak your language!**

When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

#### **¡Hablamos su mismo idioma!**

Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

#### **我們說您的語言**

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務為免費提供。