

Behavioral Health Resources for Medicaid Members



HEALTH CARE COVERAGE INFORMATION

Medicaid members can learn more about available health services by calling the member benefits number on the back of their insurance card for their managed care organization (Aetna, Anthem, Magellan, Optima Health, United Healthcare, and Virginia Premier). Examples of what the cards look like:

[https://www.dmas.virginia.gov/files/links/2541/Member%20ID%20Cards%20by%20Plan%20\(07.31.2018\).pdf](https://www.dmas.virginia.gov/files/links/2541/Member%20ID%20Cards%20by%20Plan%20(07.31.2018).pdf)

NATIONAL BEHAVIORAL HEALTH RESOURCES

National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress. Call 1-800-273-TALK <https://suicidepreventionlifeline.org/help-yourself/>

National Disaster Distress Helpline offers 24/7 emotional support and the opportunity to speak with a trusted health care provider about medical concerns. 1-800-985-5990 or text TalkWithUs to 66746

Vibrant Emotional Health Safe Space provides crisis support by chat and phone, coping tools and distraction exercises. https://vibrant.org/safespace?_ga=2.152460537.1336160752.1585580512-1385357376.1585580512

National Child Traumatic Stress Network has a guide for families for coping during COVID-19. https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Mental Health America provides a variety of resources related to coping tools, mental health information and financial support information. Visit <https://mhanational.org/covid19>

Teenline offers peer-based support for teens (currently only chat and email options are available). Text TEEN to 839863 or chat online at <https://teenlineonline.org/>

The Trevor Project offers crisis support specifically for LGBTQ Youth. Call 1-866-488-7386, Text START to 678678 or visit <https://www.thetrevorproject.org/> for live chat.

Veteran's Crisis Line is available 24/7 for all veterans, service members, National Guard and Reserve and ANY family members and friends.

- Call 1-800-273-8255 and Press 1 or Text 838255
- For those who are deaf or hard of hearing, call 1-800-799-4889
- Chat online at the website <https://www.veteranscrisisline.net/>

Boystown Hotline: a free resource and counseling service that assists youth and parents 24/7, year round and is accredited by the American Association of Suicidology.

- 1-800-448-3000
- Spanish Speaking counselors and translation services for more than 100 languages
- Speech and hearing impaired can contact the service at <https://www.boystown.org/hotline/Pages/default.aspx>

COMMONWEALTH OF VIRGINIA RESOURCES

Virginia Department of Behavioral Health Resources

- The Virginia Department of Health (VDH) has the latest information about COVID-19 at <https://www.vdh.virginia.gov/coronavirus/>
- Visit <http://www.dbhds.virginia.gov/covid19> for specific DBHDS information related to COVID-19.

Community Services Board (CSB) Contact Information:

CSBs help people in Virginia with mental health, intellectual disability, and/or substance-use disorder needs. CSBs provide pre-admission screening services 24-hours per day, 7 days per week.

- [CSB Emergency/Crisis Phone Numbers by County](#)
- [CSB Contact Information](#)
- [CSB Disaster Emergency Coordinators](#)
- To help find the member's local CSB: <https://vacsb.org/community-services-boards-and-the-behavioral-authority-csbs-and-the-bha/>

Mental Health America of Virginia Warm Line is run by peers and is open 365 days a year, M-F, 9am-9pm and weekends 5pm-9pm. Call 866-400-MHAV (866-400-6428)

Virginia Organization of Consumers Asserting Leadership (VOCAL) <https://vocalvirginia.org/>

National Alliance on Mental Health Virginia <https://namivirginia.org/>

Developmental Disabilities: If **immediate** help is needed for an adult with developmental disabilities, please visit <http://www.dbhds.virginia.gov/developmental-services/Crisis-services> for the DBHDS REACH crisis services program.