

# Mental health and substance abuse benefits



Behavioral health benefits provide confidential support, information, treatment, and resources to address stressful or challenging situations, depression or other mental illness, or substance abuse. And these benefits are available through Optum® to anyone covered by your ConnectiCare plan, even dependents living away from home.

Use the online provider search on [liveandworkwell.com](https://liveandworkwell.com) to find counselors, psychiatrists, social workers, and more than 3,500 treatment facilities nationwide.

## How to get help

### Visit [liveandworkwell.com](https://liveandworkwell.com).

Search for a clinician, schedule a virtual visit with a clinician, review your claims for services, or submit claims. The website also features information and resources to help enhance your work, health, and life. Register with your ConnectiCare member ID number or use the site as a guest (access code: ConnectiCare).

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### Call 888-946-4658 (TTY: 711).

You can reach out 24 hours a day, and it's confidential. Someone can help explain your options.

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### Virtual visits are available, too.

You can use [liveandworkwell.com](https://liveandworkwell.com) to search for a therapist and schedule online sessions using your mobile device or computer. Get confidential help without leaving home. Your plan's copayments, deductibles, and/or coinsurance apply.

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## How much will this cost?

Your benefit summary describes your share of costs for mental health or substance abuse office visits. Services may require preauthorization (or approval before they will be covered) and/or a copayment. Your plan may also have a deductible. Use the many features of [liveandworkwell.com](https://liveandworkwell.com) without paying any added cost.

## New mobile app for those struggling with stress, anxiety, and depression

**Sanvello** is a mobile app available at no extra cost to you as a ConnectiCare member.\* Sanvello gives you on-demand help and coping tools as symptoms arise. You can also tap into daily mood tracking, guided meditations, personalized progress, and community support.

## Reach out if you need help.

**Optum  
Behavioral Health:**  
1-888-946-4658

**National Suicide  
Prevention Lifeline:**  
1-800-273-8255

**Optum's Substance  
Use Disorder Helpline:**  
1-855-780-5955

[liveandworkwell.com](https://liveandworkwell.com)

**In an emergency, the first concern is your health.  
Call 911 or get to an emergency room as soon as possible.**

United Behavioral Health, operating under the brand Optum.



\*The premium version of the Sanvello mobile application is available at no out-of-pocket cost to you for the first 12 months through your health plan membership. The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. Participation in the program is voluntary and subject to the terms of use contained in the application. © 2020 Optum, Inc. All rights reserved

Coverage is provided by and services are administered as follows: In Connecticut: Group HMO and POS coverage, and Individual HMO is underwritten by ConnectiCare, Inc.; Individual POS is underwritten by ConnectiCare Insurance Company, Inc. In Massachusetts: Group HMO and POS coverage is underwritten by ConnectiCare of Massachusetts, Inc. FlexPOS, PPO coverage, ASO/ Self-funded services, and Dental products are administered or underwritten by ConnectiCare Insurance Company, Inc.