

Accessing Your Behavioral Health Benefits

When mental health difficulties arise for you or a loved one, remember you are not alone. Help is available and feeling better is possible. Behavioral (Mental) Health and Substance Abuse benefits and services are available as part of all Anne Arundel County Public Schools' (AACPS) CareFirst BlueCross Blue Shield (CareFirst) health plans.

You have access to confidential services to assist you and your covered dependents with behavioral health issues which include, but are not limited to, alcohol or drug concerns, anxiety, grief, eating disorders, and depression.



One-On-One Support

Through your behavioral health benefit, you also have access to one-on-one support from specialty-trained and licensed behavioral health care coordinators who can:

- Help you find the right behavioral health provider(s) for your individual needs
- Explain your treatment options
- Collaborate with your doctor
- Create an action plan tailored to your needs
- Find support groups and other resources so you can stay on track
- Set up appointments with mental health providers



Get Help Today

If you or someone close to you needs support or help making an appointment, call the Mental Health/Substance Abuse phone number at 800-245-7013.



Frequently Asked Questions

Q. Does CareFirst have a network of behavioral health providers and will I be able to find one close to home or work?

A. Yes. CareFirst has a variety of providers serving Anne Arundel County within the Maryland, Washington, D.C. and northern Virginia service area. For help finding a provider, call the Mental Health/Substance Abuse phone number on your insurance identification card or visit www.carefirst.com/doctor.

Q. Will my employer know that I am receiving care from a behavioral health provider?

A. No. All contact with providers is confidential.

Q. How many visits are covered?

A. There are no limits on the number of visits for outpatient mental health services and no length-of-stay limits on inpatient care. Preauthorization is required for inpatient care.

Q. What is the cost?

A. If you select an in-network provider, PCP co-payments apply. Out-of-network benefits are subject to deductibles and co-insurance for the PPN and Level 3 of the Triple Option plans. No out-of-network benefits are available for the HMO plan.

