

Behavioral health assistance

From time to time, we all need help coping with life's difficult challenges. Almost every employee eventually has to confront an issue related to mental health, chemical dependency, grief and loss, or financial difficulty. The behavioral health services offered by Providence Health Plan through PBH can help.

What behavioral health services are offered?

The benefits and services provided by PBH to Providence Health Plan members include assistance with many of the most common personal and financial hardships faced by families:

- Anxiety and depression
- Chemical dependency
- Domestic violence
- Youth, adolescent and couples counseling needs
- Grief and loss
- Legal and financial needs

How do employees access these services?

One call is all it takes. Highly trained representatives are available by phone at 800-711-4577, 24 hours a day, seven days a week. PBH will listen carefully to an employee's concern, help assess the situation and suggest ways to help.

What should employees expect when they call?

When an employee calls PBH, a highly trained customer service professional will ask a series of questions that will help determine what resources most can help. The employee may be referred to a licensed counselor who will help resolve the issue – or to community resources, such as a support group.

If a health problem may be contributing to the situation, the employee could be referred to a medical professional, as well.