







THE BEHAVIORAL HEALTH CARE YOU NEED

Behavioral Health On Demand

At Blue Cross and Blue Shield of North Carolina (Blue Cross NC), we understand that sometimes behavioral health care needs demand a timely response. Instead of rushing to the emergency department or scheduling an appointment that’s too far out, you can now call our behavioral health line if you need help, or if a dependent needs help.

In the case that you need to call or a loved one needs same day access to a provider, **Behavioral Health On Demand (BHOD)** clinicians can help you in the privacy of home or wherever you are. Here’s how you can sign up and get assistance:

-  1. **Call 1-855-442-4580**, and select the option for “On Demand appointment.”
-  2. Talk to a BHOD clinician to **get the care you need**.
-  3. **Answer a few questions** about your current behavioral health concern(s).
-  4. **Receive high-quality treatment options** that can provide the care you need, **when you need it**.



The benefits of Behavioral Health On Demand

BHOD providers are here to help

When you have an appointment with a provider, they will:



Perform a health assessment and de-escalation (if/when necessary)



Provide family/marital counseling and pediatric mental health care



Provide medication management counseling

BHOD is currently available Monday through Friday, 8 a.m. to 5 p.m. ET.

It is only available to members who live in North Carolina.

Members in the queue prior to 4:30 p.m. will receive same-day service.



Get same day care for urgent behavioral health needs.

1-855-442-4580

Then select the option for "On Demand appointment."

A new option

You'll receive high quality treatment options that can provide the care you need, when you need it.

Care that meets you where you are

We know that urgent behavioral health care needs can arise anywhere at any time. Whether you're at home, work or out in public, you can call BHOD for immediate assistance wherever you are.

Examples of behavioral health conditions

- Attention-Deficit/Hyperactivity Disorder (ADHD)
- Depression and anxiety
- Overuse of drugs and/or alcohol
- Trauma



In the event of a psychiatric or medical emergency:

- Call 911 or 988 (the Suicide and Crisis Lifeline)
- Go to the nearest emergency department
- Call the mental health number on the back of your Blue Cross NC member ID card

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your member ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

Mindpath Health (Mindpath) is an independent company that is solely responsible for the behavioral health services it is providing. Mindpath does not offer Blue Cross or Blue Shield products or services.

©, SM are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and names are property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. U43745, 9/24

