

Help at home



MESSA now covers certain online mental health services

Taking care of your mental health is just as important as taking care of your physical health. In fact, the two are connected, as high stress levels can damage your physical health. Managing stress can protect your long-term physical health, so you can focus on the things important to you, such as your students and family.

There's help out there — and now MESSA is providing you with another way to access that help.

MESSA's online doctor service has added talk therapy and psychiatric services as a covered benefit, effective Jan. 1. The online doctor service, MESSA/Blue Cross Online Visits, is provided through a partnership with Blue Cross Blue Shield of Michigan.

With online mental health services, you can visit with a therapist or psychiatrist from the comfort of your own home, via your smartphone, tablet or computer. You can choose from a roster of certified therapists, counselors, psychologists and psychiatrists to find the provider who's right for you. You then schedule a 45-minute appointment between 7 a.m. and 11 p.m., any day of the week, to talk through difficult challenges you may be facing, such as anxiety, grief, depression, eating disorders, insomnia and more.

MESSA's coverage provides mental health care for you and your family; you can add your children under 18 to your account, while dependents 18 or older will need to create their own accounts.

The online service does not provide therapy for substance abuse disorders. For that, you'll need a traditional, in-person visit with a therapist. As always, MESSA covers

mental health and substance abuse services when provided by an eligible therapist or doctor.

To get started, visit messa.org/messaonlinevisits or download the Blue Cross Online Visits mobile app and enter your health plan information.

New branding for online care

MESSA's partner Blue Cross Blue Shield of Michigan is relaunching the online doctor service with a new look, URL, mobile app and toll-free phone number.

MESSA members new to the online service can access Blue Cross Online Visits from the comfort of their home or on the go:

- On the web at messa.org/messaonlinevisits
- By phone: 844.606.1608
- By downloading the Blue Cross Online Visits mobile app

Members with questions or problems signing on can call 844.606.1608, 24 hours a day, 7 days a week.



Questions about your MESSA coverage? Call 800.336.0013.