

This document contains information on long-term mental health support options that are available to grad health plan members

Long-Term Mental Health Support

Accessing Mental Health Support Through OSU Employee Medical Insurance Provider Pacificsource

If employees who are looking for a long-term relationship with a mental health provider, they can access support through their medical insurance benefits. I reached out to our medical insurance providers to ask how employees can receive assistance finding mental health providers for their unique needs so we can provide information about how to navigate this with less barriers/frustration.

PACIFICSOURCE

PacificSource members have two options for accessing mental health care.

Option 1

Calling Member Support Services

Members can call Member Support Services (MSS) at 1-888-977-9299. When a member calls looking for an in-network provider, customer service should ask if they have a cultural preference and ask about a language preference. Member Support Services (MSS) can further facilitate a member who has very specific requirements when looking for a provider. Not all providers provide this information and thus PacificSource can only share what they also can find. Their Member Support Specialists are pretty resourceful and will research this further if asked. Members can search online first but the online provider directory only has the option to select gender and language as “cultural” options.

Option 2

Accessing Teledoc

Teledoc is also an option for PacificSource members for Mental Health support. When a member makes a Mental Health visit with Teladoc they fill out a questionnaire and then after that they are shown a list of providers to choose from based on the questionnaire results. The list shows a picture of the provider and gives a quick bio about them as well. Members can reach teladoc by registering online here: <https://www.teladoc.com/therapy/>.