



YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE MORE SERVICES

### **Mobile Crisis Telephonic Triage Response service**

Starting March 1, 2024, Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY) will cover the Mobile Crisis Telephonic Triage and Response service for members under the age of 21. This service is already available to members 21 years of age and older.

Currently, members under the age of 21 can access the Mobile Crisis Telephonic Triage and Response service by using their Medicaid card. Effective March 1, 2024, you can use your Highmark BCBSWNY plan card to receive this service.

Mobile Crisis teams can help you, your child, or other members of your family with mental health and addiction crisis symptoms. These symptoms can be things like:

- increased anxiety,
- depression,
- stress due to a major life event or changes, or
- needing to speak with someone to prevent relapse.

You and your family can call and talk to a professional about a crisis, get support, and be linked to other services when needed.

If you are experiencing a crisis, you can call or text 988 or chat at <https://988lifeline.org> 24 hours a day, seven days a week.

To learn more about these services, call Member Services at **866-231-0847 (TTY 711)** Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

Enclosures: Get help in another language  
Nondiscrimination Notice

**[bcbswny.com/stateplans](https://bcbswny.com/stateplans)**

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