

# Facts You Might Not Know, but Should

Signs of Mental Illness and  
Solutions You Can Use

**Mental health**  
It's not a flaw, it's a fact.

**PriorityHealth**   
THINK SMART. LIVE SMART.

# Mental health; Let's talk about it.

**Mental health conditions vary from person to person. The following examples provide a better understanding of the various stages of emotional wellbeing, using possible scenarios within the continuum of mental illness.**

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# **Sometimes “powering through” can leave you feeling powerless.**

**When something seems off, seeking help is the best course of action. After all, you have options—including virtual care—and we’re here to help you understand them.**

**Mental  
health  
affects 1  
in 5 adults  
each year.<sup>1</sup>**

<sup>1</sup>[nami.org](http://nami.org). 1 in 5 adults will experience mental illness this year.

# **Mental health can affect anyone.**

## **Whether you're seeking treatment or more info, there's a number to call.**

Did you know your health insurance benefits with Priority Health include free, 24/7 behavioral health assistance? Employees are encouraged to call if they (or a dependent):

- Experience emotional distress
- Struggle with depression or sad thoughts
- Would like help finding the right person to talk to
- Need more information about mental health coverage available to them
- Are facing substance-abuse-related issues

### **About our customer service team**

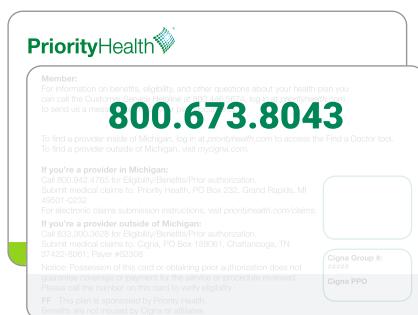
The intake team at Priority Health reviews your benefits to find in-network outpatient providers for mental health and substance abuse.

### **About our clinical phone team**

Our emergency line team of licensed clinicians assesses your situation to provide assistance if you're in need of urgent services.

### **About care management**

Throughout the process, a member of our behavioral health team may connect you with a Priority Health care manager to provide ongoing support.



Member ID card

## How does the number work?

**While every case and every call is unique, we do have a standard process to give you an idea of what to expect when you call.**

### Initial calls

A member of our intake team will answer your call. This person can provide benefits information and assist you in finding an in-network outpatient behavioral health provider. They'll also have you complete a brief screening to determine any needs or risk. *Calls typically last a few minutes.*

### Additional assistance

If the intake team member determines more immediate assistance is needed, they will transfer your call to the clinical team. The clinical team will complete an additional safety screening and help you get the care you need.

### Follow-up calls

Depending on the nature of your call, you may receive a follow-up call from our behavioral health team to ensure that you received proper and effective care. For example, if you are treated for something severe, you may receive a follow-up call the same day. You may receive another follow-up call during the next week to make sure you're safe and help with additional care coordination, as needed.

# The continuum of mental illness

We base mental illness on the following three stages of emotional wellbeing:



**“I’m feeling stressed right now. I’m kind of down and I don’t know why. All of this is just a little overwhelming. Why am I so tired lately? I wish I had more energy. It just feels like a lot. I’m not sure why.”**

**Mild.**

MILD

MODERATE

SEVERE

## Stage one: Mild

Mild mental health conditions have very little impact on your day-to-day life, but problems may persist or worsen if untreated.

### If it's mild, you might be feeling:

- Stressed
- Down
- Overwhelmed
- Tired or lacking energy

### The struggle is real, but that's okay.

Stress is a large contributor to major depression. And today, depression is just as common as high blood pressure.<sup>2</sup>

If stress runs high at your company, talk to your HR representative or call the Priority Health mental health number on the back of your member ID card.

**“I’m so depressed.  
Why am I so  
worried lately?  
I’m afraid. How  
come I’m so sad?  
I just don’t enjoy  
the things I used  
to. I haven’t had a  
good night’s sleep  
in days ... maybe  
even weeks.”**

**Moderate.**

MILD

**MODERATE**

SEVERE

## Stage two: Moderate

Moderate mental health conditions may impact your day-to-day routine, such as a lack of interest in things you enjoy, loss of motivation toward daily tasks or simply falling behind at work. If a child is experiencing moderate issues, they may fall behind in school or change behavior at their home.

### If it's moderate, you might be feeling:

- Sad or depressed
- Worried or fearful
- Removed from friends or social events
- A lack of pleasure toward things you enjoy
- A change in sleep habits
- Ongoing effects (present more than two weeks)

### Getting help works.

If you're experiencing signs of a mental health condition, seeking help is your best option. In fact, **80% of people treated for mental illness find it effective.**<sup>3</sup>

**“I’m just so  
hopeless. I’ve been  
sad for months.  
My worries won’t  
go away. I’ve  
had it. I feel like  
hurting myself.  
I just feel like  
hurting someone or  
something. Nothing  
makes me happy.”**

**Severe.**

MILD

MODERATE

SEVERE

## Stage three: Severe

Severe mental health conditions cause significant disruptions in your day-to-day life, like thoughts of harming yourself or others.

### If it's severe, you might be:

- Feeling sad
- Feeling hopeless
- Feeling worried or fearful
- Avoiding friends or social events
- Experiencing a lack of pleasure toward things you enjoy
- Experiencing a change in sleep habits
- Having thoughts of harming yourself or others

Suicide prevention lifeline

1.800.273.8255

## You are not alone.

A mental health condition is as likely to occur as it isn't. According to the Centers for Disease Control and Prevention, 50% of Americans will meet the criteria for a diagnosable mental health condition sometime in their life.

Priority Health behavioral health number:

**800.673.8043**

**Remember:  
Mental health  
is not a flaw,  
it's a fact.**

**If you would like to discuss your mental health benefits options and coverage, call the number on the back of your member ID card or start a conversation with your HR representative.**



**Member:**

For information on benefits, eligibility, and other questions about your health plan you can call the Customer Service Hotline at 1-800-942-5824, log in at [priorityhealth.com](http://priorityhealth.com) to send us a message, or email us at [planinfo@priorityhealth.com](mailto:planinfo@priorityhealth.com).

**800.673.8043**

To find a provider inside of Michigan, log in at [priorityhealth.com](http://priorityhealth.com) to access the Find a Doctor tool. To find a provider outside of Michigan, visit [mycigna.com](http://mycigna.com).

**If you're a provider in Michigan:**

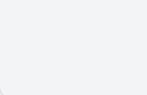
Call 800.942.4765 for Eligibility/Benefits/Prior authorization.  
Submit medical claims to: Priority Health, PO Box 232, Grand Rapids, MI 49501-0232  
For electronic claims submission instructions, visit [priorityhealth.com/claims](http://priorityhealth.com/claims).

**If you're a provider outside of Michigan:**

Call 833.300.3628 for Eligibility/Benefits/Prior authorization.  
Submit medical claims to: Cigna, PO Box 188061, Chattanooga, TN 37422-8061; Payer #62308

Notice: Possession of this card or obtaining prior authorization does not guarantee coverage or payment for the service or procedure reviewed.  
Please call the number on this card to verify eligibility.

FF This plan is sponsored by Priority Health.  
Benefits are not insured by Cigna or affiliates.



**AWAY FROM HOME CARE**

**Whether mild, moderate or severe, mental illness is something that many people will experience in life. We hope the facts are helpful in seeking treatment for you or someone you know. Remember that help is available through your health benefits.**

<sup>1</sup>nami.org: 1 in 5 adults will experience mental illness this year. <sup>2</sup> "Depression and high blood pressure are equal in terms of top issues physicians see in their practice." [workplacestrategiesformentalhealth.com](http://workplacestrategiesformentalhealth.com) <sup>3</sup> "An estimated 59 million people have received mental health treatment in the past two years, and 80 percent of them have found it effective." [apa.org](http://apa.org)

