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.
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.
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.¹

¹nami.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 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.

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.
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:

- MILD
- MODERATE
- SEVERE
“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.
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

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**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.²

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.
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.\(^3\)
“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.
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

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.

800.673.8043

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.

1nami.org: 1 in 5 adults will experience mental illness this year. 2 "Depression and high blood pressure are equal in terms of top issues physicians see in their practice." workplacestrategiesformentalhealth.com 3 “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