

## Important phone numbers

To learn more about or sign up for our no-cost behavioral health program as part of your benefits, call:

### Member Services

**833-731-2153 (TRS 711)**

### Your case manager

Once you've signed up, keep your or your child's case manager's contact information handy. Write it here:

BH case manager's name:

BH case manager's phone number:



### 24-hour Nurse HelpLine

**866-864-2544 (TRS 711)**

- Find a doctor after hours or on weekends.
- Find an open urgent-care center or a walk-in clinic.
- Schedule a visit with a doctor.
- Speak directly with a doctor about your healthcare needs.
- Get help in more than 170 languages.



**Member Services**  
**833-731-2153 (TRS 711)**

#### Spanish:

#### Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 833-731-2153 (TRS: 711).

#### Kurdish:

#### کوردی

ئاگاداری: ئه‌گه‌ر به زمانی کوردی قه‌سه ده‌که‌یت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خو‌رای، بۆ تۆ به‌رده‌سته. پهیوه‌ندی به 833-731-2153 (TRS 711) بکه.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us for free at: 833-731-2153 (TRS: 711).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call 833-731-2153 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

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**Keep a healthy mind**

**We are here to help**



Behavioral Health Case  
Management Program

How can we help? Someone can ...

- Help you or a family member with problems like:
  - Depression
  - Anxiety
  - Family issues
  - Alcohol- or drug-related problems
- Help you to access the care and services you need.
- Provide you with access to resources that may help you or your child on the path to recovery.



Who we are

The Wellpoint Behavioral Health team is made up of licensed clinicians with experience in supporting people who may have behavioral health needs. We have worked in hospitals, community mental health centers, and counseling programs. We are here to support you or your child on the road to better health.

How to reach us

- Contact Wellpoint at **833-731-2153 (TRS 711)** and ask for a behavioral health case manager.
- You can request your current treating provider to make a referral by emailing [WLPBehavioralHealthRef@wellpoint.com](mailto:WLPBehavioralHealthRef@wellpoint.com).

Our availability

Case managers can help you Monday through Friday from 8 a.m. to 5 p.m. local time, and private voicemail is available 24 hours a day. If you need assistance any time, day or night, 24-hour Nurse HelpLine is ready to help.

Need help?

Wellpoint 24-hour Nurse HelpLine	866-864-2544 (TRS 711)
CHOICES	866-840-4991 (TRS 711)
Language services	877-346-1674
Member Services	833-731-2153 (TRS 711)
Medical emergency	911
Nonemergency transportation	866-680-0633
Pharmacy care services	866-434-5524
	800-772-1213
Social Security office	(TRS 800-325-0778)
TennCare	800-342-3145
988 Suicide and Crisis Lifeline	800-273-TALK (8255)

Our vision

To be America’s valued health partner.

Our purpose

To transform healthcare with trusted and caring solutions.

Our values and behavior

We’re committed to being:

- Trustworthy
- Accountable
- Innovative
- Caring
- Easy to do business with