Mental Health Resources

For Employees and Their Family Members

MIIA Health Benefits Trust Resources: For Members on a MIIA/BCBS Health Plan

- AllOne Health employee assistance program: 1-800-451-1834 or online
- Learn to Live: online confidential programs for anxiety, depression, stress, worry, insomnia and substance abuse
- Mindwise: online confidential screenings for anxiety, depression, alcohol use, eating disorders, gambling, bipolar, PTSD, and psychosis
- Brightline: a comprehensive behavioral health solution to support youth and their families through video visits with mental and behavioral health professionals. Brightline also offers a digital platform with resources for a range of common challenges — from difficulties with back-to-school transitions to conditions such as anxiety, depression and ADHD.
- WellConnection: online consultations for common conditions to save you travel time and to help you get on the road to recovery faster with electronic prescriptions sent directly to your local pharmacy, when appropriate.

COVID-19 Related Resources

- BCBS general concerns: 1-800- 372-1970
- BCBS Resource Center
- MindWise Innovations offers behavioral health, suicide prevention and other resources

Kids and Teens

- Teen Voices: Coping with the Pandemic
- How to Talk to Kids About the Virus

Videos on Grief

- Ambiguous Grief: Managing Emotional Losses During the Pandemic
- Interrupted Grief: Modifying our Rituals

Suicide and Crisis Prevention

- Massachusetts 24-hour hotline
- National Suicide Prevention Hotline: 1-800-273-8255
  If you're thinking about suicide, are worried about a friend or loved one, or would like emotional support, the Lifeline network is available 24/7 across the United States
- Samaritans Statewide Crisis line: call or text (8am - 11pm, 7 days a week):
  (877) 870-4673 or online chat

Violence, Domestic Violence, Rape Resources

- Safe Link (domestic violence): (877) 785-2020; Chat on the website.
  Advocates are available 24/7 at in more than 200 languages. All calls are free and confidential.
- National Domestic Violence Hotline: 1-800-799-7233: Chat on the website. Advocates are available 24/7 in more than 200 languages. All calls are free and confidential. El chat en español está disponible todos los días de 12–6 p.m.
- Boston Area Rape Crisis Center: 1 (800) 841-8371

LGBTQ Resources

- Trevor Project (LGBTQ youth): 1-866-488-7386; trained counselors are here to support you 24/7. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk, call the TrevorLifeline now at 1-866-488-7386.
- Fenway Health: LGBT Aging Project
- Trans Lifeline: 1-877-565-8860

Health/Medical Hotline

- Blue Cross Blue Shield Nurse Line: 1-888-247-BLUE (2583)

Substance Use/Abuse Resources

- Substance Abuse and Mental Health Services Administration: 1-800-662-HELP (4357), SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.
- The Massachusetts Substance Abuse Hotline: 1 (800) 327- 5050

Veteran Support

- US Veterans Crisis Line: 1-800-273-8255; Text: 838255; deaf & hard of hearing: 1-800-799-4889