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Blue Cross Blue Shield of Michigan Member Resources

Talk to a Blue Cross mental health professional by phone, 24 hours a day, 7 days a week.

- **Blue Cross PPO line**, answered by New Directions: 1-800-762-2382, press #1 to request direct access to a mental health professional.
- **Blue Care Network** Behavioral Health Department: 1-800-482-5982

Blue Cross behavioral health website, www.bcbsm.com/behavioral-mental-health, for a variety of information, resources and sources of care, members can access these features:

- How to access in-person or online therapy
- Crisis assistance
- Behavioral health and substance use access lines
- Statistics about mental health and mental health stigma
- Links to well-being support including Blue Cross Health & Well-Being, myStrength, and Blue Cross Virtual Well-Being
- MI Blues Perspectives blog: information to help strengthen mental and physical health.

Oakland County, Michigan Resources

Common Ground Resource and Crisis Center

1200 N. Telegraph Rd., Bldg. #32E, Pontiac, MI 48341

24/7 Crisis Line: 1-800-231-1127

Walk-in crisis intervention and stabilization services to are available to adults and children 24/7.

Michigan Crisis and Access Line (MiCAL)

1-844-446-4225

MiCAL is a 24/7 phone, text, and chat line for people in crisis or distress who don't know where to turn. It is available to residents of Oakland County and the Upper Peninsula, regardless of insurance status.

National Resources

National Suicide Prevention Lifeline

Phone: 1-800-273-8255

Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, seven days a week.

- For TTY users: Use your preferred relay service or dial 711 then 1-800-273-8255.
- Online chat: suicidepreventionlifeline.org/chat

Veterans Crisis Line

Phone: 1-800-273-8255 and press 1

If you're a veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24/7. If you are a veteran or service member with hearing loss:

- Text with a Veterans Crisis Line responder: Send a text message to 838255.
- Online chat: www.veteranscrisisline.net/get-help/chat

Crisis Text Line

In the US and Canada, text "HOME" to 741741 to connect with a crisis counselor 24/7.