

Important Mental Health and Substance Use Disorder Treatment Information

For plans that include behavioral health benefits, we offer a nationwide network of facilities and clinicians that specialize in the treatment of mental health and substance use problems. To confirm your plan behavioral health benefits, coverage levels and any limitations and/or exclusions that may apply, please refer to your plan benefit documents, or call the member phone number on your health plan ID card.

Access to Behavioral Health Care

To find the names, phone numbers, office locations and clinical specialties of participating providers and facilities, log in to uhcsr.com/myaccount and select “Find Mental Health Resources”. Your primary care provider may also be able to assist with your mental health or substance use disorder, or may recommend alternative providers.

To request services or obtain a referral to participating network facilities and clinicians, call the toll-free phone number on your health plan ID card, Monday through Friday from 7 a.m. to 7 p.m. CST. StudentAssist services are available for crisis support 24/7, please log in to My Account for the phone number. In the case of a life-threatening emergency, call 911, or its local equivalent.

If you feel that you may be of harm to yourself or someone else, please call 911 or go to the nearest emergency room.

Additional resources:

The National Suicide Prevention Lifeline
1-800-273-8255; suicidepreventionlifeline.org

Washington Recovery Help Line
1-866-789-1511; warecoveryhelpline.org

Appointment Timelines

Covered services are provided and arranged in a timely manner, as appropriate for the nature of the condition. Below are the guidelines for appointment wait times:

- Primary Care Provider (PCP): Within 10 days
- Specialty Provider: Within 15 days
- Urgent Appointments: Within 48 hours for services that don't require prior authorization. Within 96 hours of the referring physician's referral for services that require prior authorization.

If you can't get a timely appointment in your area, please call the toll-free member number on your health plan ID card for assistance.

How to File a Complaint with the Office of the Insurance Commissioner (OIC)

You also have the right to file a complaint with the Washington Office of the Insurance Commissioner (OIC). For more information, or to file a complaint, visit www.insurance.wa.gov/file-complaint-or-check-your-complaint-status or call the commissioner's toll-free insurance consumer hotline at 1-800-562-6900.