

ConnectedCare

Smarter Care. Designed Around You.



**HENRY
FORD
HEALTH**



Spring 2025

Mental Health is Health

May is Mental Health Awareness Month. The commemorative month was established in 1949 to increase awareness of the importance of mental health and wellness in America, and to celebrate recovery from mental illness. Mental health is essential for a person's overall health. The opening of The Henry Ford Behavioral Health Hospital earlier this year was a significant step towards enhancing mental health services. The new hospital, which treats both adult and pediatric patients, is located on the campus of Henry Ford Health's West Bloomfield Hospital.

Since the COVID-19 pandemic, there has been a surge in demand for sub-acute behavioral health services across the region and nationally. The hospital seeks to fill this need by offering individual, group and family therapy, in addition to activity therapy through art, music and physical fitness, cognitive behavioral therapy, and dialectical behavioral therapy.

While there are exceptional care sites like The Henry Ford Behavioral Health Hospital throughout Southeast Michigan, many adults with a mental illness do not receive mental health services as recommended. Read on to learn about how to care for your or a loved one's mental health.

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Noticing the Signs

Mental health symptoms can vary widely from person to person and for a specific mental health condition. Just like any medical condition, early intervention can make a critical difference in preventing symptoms from progressing into a serious illness. Be aware of any of the following signs in yourself or a loved one. Speak up for yourself or another to receive support.

Emotional Signs

- Persistent sadness, hopelessness, or feelings of guilt
- Excessive worry, anxiety, or fear
- Mood swings, ranging from extreme highs to lows
- Irritability, anger, or outbursts
- Loss of interest in previously enjoyable activities

Cognitive Changes

- Difficulty concentrating or making decisions
- Confusion, disorientation, or forgetfulness
- Delusions or hallucinations
- Paranoia or suspiciousness
- Changes in perception of reality

Behavioral or Physical Changes

- Withdrawal from social activities or relationships
- Neglecting personal hygiene or appearance
- Excessive substance use
- Reckless or impulsive behaviors
- Changes in sleeping or eating patterns
- Fatigue or low energy levels
- Headaches, stomachaches, or other unexplained physical pain

Seeking Care

Rather than shrugging it off with thoughts like “it’s not that bad,” “I’ll just shake it off,” or “others have it worse,” be aware that mental health is crucial, and your symptoms deserve attention, particularly if your symptoms are negatively affecting your ability to function throughout the day.

It’s important to understand that you are not alone in experiencing mental health challenges and remember that there are resources available to you.

- Speak to someone you trust -- Your Primary Care Provider (PCP), pastor, mentor or family member.
- If you can’t get an appointment with your PCP, what can you do? Call the MyCare Advice Line (833-262-1949) and speak with a nurse.
- Through GM’s partnership with Lyra Health, you can get immediate, short-term help for concerns ranging from stress and anxiety to addiction, PTSD, and depression. You and your eligible family members are each eligible for 12 free and confidential therapy or mental health coaching sessions per person, per calendar year. Visit [GM.LyraHealth.com](https://gm.lyrahealth.com) or call 833-824-1904 to get started.
- With Virtual Care by Teladoc Health®, you can have virtual visits with licensed therapists, psychologists, social workers and counselors, and U.S. board-certified psychiatrists from the comfort of home at a convenient time. This option provides ongoing support for stressful situations or issues such as grief, anxiety and depression. To schedule an appointment, call 800-835-2362 or visit bcbsm.com/virtualcare.
- Call 988 – this number provides free and confidential emotional support to anyone in emotional distress 24 hours a day, 7 days a week.

Ensuring Your Provider is In-Network

We want your experience with your health care plan to provide you with all the care you need ... when you need it. By using providers who are Level 1 you will also have greater continuity of care. This means that all your providers will know about or have access to view the care you have received, test results and even your medications. This can save you time, money and delays in receiving the care you need, when you need it.

While your plan allows you to see any provider you choose, only Henry Ford Health-affiliated providers are considered Level 1, which is the most affordable option. Level 2 providers and facilities carry a higher cost-sharing obligation.

Currently, Ascension providers and facilities are NOT part of the ConnectedCare: Henry Ford Health network. In partnership with GM, you will be notified of changes to your ConnectedCare: Henry Ford Health Level 1 provider network as this integration progresses. With that in mind, please know that your Level 1 provider network for the ConnectedCare: Henry Ford Health medical option remains the same, meaning you still have access to more than 2,800 Henry Ford Health affiliated providers.

Here is how you can check to ensure that your provider is a Level 1 provider:

- **By Phone:** The **Henry Ford GM ConnectedCare** Concierge Team can be reached Monday-Friday at 844-436-7637, from 7 a.m. to 5:30 p.m. If you call after hours, you can leave a message and they will get back during the next business day.
- **Online:** Check to see if your provider is Level 1 by visiting this website: <http://www.henryford.com/gm>
- **BCBSM Member Portal:** Manage your health care claims and check to see if your provider is Level 1 by logging into your BCBSM Member Portal at bcbsm.com.

Cancer Screening Guidelines: Detecting Cancer Early

Cancer screenings are an essential part of preventive care. They help detect cancer before symptoms are experienced and they help to treat pre-cancers and cancers early before they have an opportunity to spread.

Screening guidelines vary by age. Henry Ford Health recommends starting cancer screenings at the following ages.

Cancer Type	Age When Screening Starts
Colorectal Cancer	Age 45
Cervical Cancer	Age 21
Breast Cancer	Age 40
Lung Cancer	Age 50 (for current smokers or those who quit in the past 15 years with at least a 20 pack-year history of smoking)

If you have questions or concerns about your screening needs, talk to your Henry Ford Health provider.

Important numbers to remember

With your enrollment in ConnectedCare: Henry Ford Health, you can be connected to care several ways:

Henry Ford GM ConnectedCare Concierge Team: (844) 436-7637.

Available Monday-Friday 7:30 a.m.-5:30 p.m. to help you find a provider or schedule an appointment.

Henry Ford MyCare Advice Line: (833) 262-1949.

Staffed by nurses and supported by a physician on-call 24/7 for adult and pediatric medical advice, you have access to immediate guidance for unexpected health concerns at no cost to you.

Care Through MyChart:
henryford.com/mychart

The Henry Ford MyChart online tool gives you access to your medical records, test results, a way to communicate with your provider and schedule/conduct virtual visits. Sign up with your 8-digit medical record number (MRN). If you don't know your MRN, simply call the Concierge team at (844) 436-7637.



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