

Here Are Your Behavioral Health Benefits

Your behavioral health benefits, administered by MHN Services, LLC. (MHN) provide treatment for mental health and substance use disorders. Behavioral health providers include:

- Therapists
- Psychiatrists
- Psychologists



What services are covered?

Your plan covers behavioral health benefits for both mental health and substance use services, including:

- Outpatient sessions with a therapist
- Outpatient medication management with a psychiatrist
- Inpatient, residential treatment, or other types of care if medically required¹

How do I get help?

If you need help, simply call the Mental Health Benefits number on the back of your Health Net Member ID card. MHN customer service reps and licensed Care Managers, are available 24/7 to take your call.

MHN staff can:

- Answer questions about your behavioral health benefits
- Get you help right away if you're having a behavioral health crisis or emergency
- Help find a provider with availability²

(continued)

If you or someone you know is in crisis, please contact the

988 Suicide and Crisis Lifeline

- Call or text 988
- Chat at [988lifeline.org](https://www.988lifeline.org)



Using In-Network vs. Out-of-Network Providers

HMO plans only cover **in-network** services, except for emergency care.

PPO plans include **out-of-network** care which allows you to see providers who aren't in your network. However, it's best to use an in-network provider when you can because your portion of the cost will be lower.

In addition:

- MHN can help if you have a problem with the provider.
- There are no claims to file.

Refer to your plan documents (*Evidence of Coverage*) for details about:

- Covered services.
- Your out-of-pocket costs.
- Benefit exclusions and limits.



[Health Net Non-Discrimination Notice](#)

[MHN Non-Discrimination Notice](#)

¹Preauthorization is required, except in an emergency.

²Upon request, an MHN rep will reach out to providers on your behalf and will contact you once an available provider is found. Please note routine appointments with an MD/ Psychiatrist may take up to 15 business days, or 10 business days for a therapist.

This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions.

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