

Is a mental health issue affecting your family?

Help is only a call or click away

blueprint

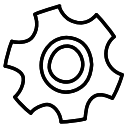
Schedule a visit now



Virtual Health is here to help

If you or someone in your family is struggling with anxiety, depression, child or adolescent issues, PTSD or another condition, now is the time to get help. Virtual Health connects you with a board-certified psychiatrist or licensed therapist to help you from the comfort of your home.

Schedule a time that works for you or your child from the comfort of your own home. This service is available for children 10-years-old and older with the consent of a parent or legal guardian.



How it works

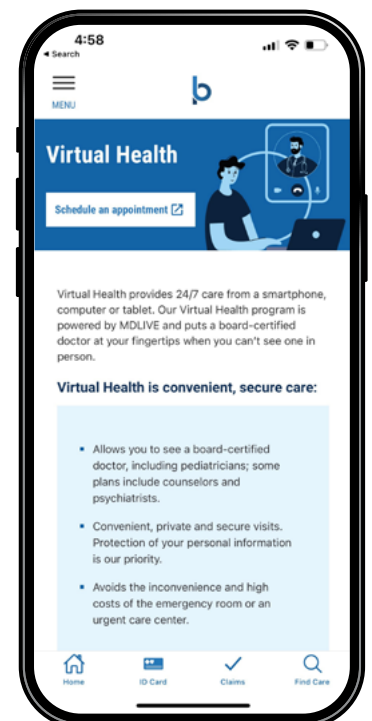
Register and schedule an appointment today and connect with a mental health professional wherever it is convenient for you. All sessions are secure and confidential, and you can speak to the same provider for every appointment.

- Visit [MyVirtualHealth.com](https://www.myvirtualhealth.com) to register for yourself or as a child's parent or legal guardian.
- Choose a board-certified psychiatrist or licensed therapist.
- Add a child to your account as a dependent and complete the health profile.
- Select an appointment time that works for you.
- The average wait time for an appointment with a behavioral health provider is 3-5 days for a therapist and 7 days for a psychiatrist.



What's next?

For children 10 to 17 years of age, a parent or legal guardian must be present at the start of each session. It will be determined if they need to stay for the rest of the session. Follow-up behavioral health visits may be recommended. Most patients, including children, benefit from multiple sessions with a therapist.



Virtual Health can help you with:

- Addictions
- Anxiety
- Depression
- Bipolar disorders
- Eating disorders
- LGBTQ support
- Grief and loss
- Relationship issues
- Men's issues
- Panic disorders
- Stress management
- Trauma and PTSD
- Women's issues
- More

Conditions not covered:

- Emergency or crisis situations (suicidal or homicidal thinking, self-harm or risk of harm to others)
- ADHD stimulant prescriptions
- Active psychosis (hallucinations or delusions)
- Substance use in active detox
- Moderate to severe autism spectrum disorders
- Children under the age of 10



If you or a loved one needs help, the National Suicide Prevention Lifeline provides 24/7, free and confidential support, prevention and crisis resources for people in distress. Call 800-273-8255.

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MDLIVE is a separate company that provides telehealth services for members of BlueAdvantage Administrators of Arkansas.

Virtual Health currently is available to all fully insured health plans but not available to all health plans. Members with an active medical plan whose coverage includes Virtual Health should be able to successfully register via the link within My Blueprint. Your benefit summary will indicate if Virtual Health is available to you. Notably, it is not available to members who have limited duration plans, Medicare Prescription Drug and Medicare Supplement plans, or plans covering employees of FEP, Arkansas State and Public Schools, or Baptist Health.

Behavioral health benefits through Virtual Health are available for select members served by BlueAdvantage Administrators of Arkansas. For coverage verification, call the number on the back of your member ID card or contact your group administrator.