

# Conroe ISD Employee Mental Health Resources



## SupportLinc Employee Assistance Program (EAP) – FREE and available to ALL full-time employees, members of their household, and their children, up to age 26 even if the child does not live with them

The EAP offers confidential, professional support and resources at no cost and can help with anxiety, anger management, depression, family counseling, grief, job stress, marital concerns, stress management, substance abuse, work-life balance, and more. Licensed clinicians can be reached **24/7/365** for immediate assistance. To learn more, open the orientation video or program flyer online at [conroeisd.net/department/hr/benefits](https://conroeisd.net/department/hr/benefits).

Use any of the following to get started:

- Call 1-800-475-3EAP (3327)
- Go online to [supportlinc.com](https://supportlinc.com) (group code: **conroe**)
- From the Conroe ISD SSO, open the Employee Portal folder and click the EAP/Employee Assistance Program tile (group code: **conroe**)
- Download the app



## The following resources are available only to employees and their family members who are enrolled in a CISD Blue Cross and Blue Shield of Texas (BCBSTX) Medical Plan.

### Learn to Live Digital Mental Health programs – FREE for all HMO and PPO plan members

Learn to Live offers Digital Mental Health programs for stress, anxiety and worry, depression, insomnia, social anxiety, substance use, panic, and resiliency.

Benefits:

- Immediate 24/7 access to self-paced programs
- Ability to start, stop, and save your progress
- No cost for BCBSTX members (ages 13+)\*
- Coaching available (phone, email, and text)
- Programming available in English and Spanish
- Confidential participation – no personal information ever shared with employer

To learn more, open the orientation video online at [conroeisd.net/department/hr/ghp](https://conroeisd.net/department/hr/ghp). Get started by taking a confidential assessment – log in at [bcbstx.com](https://bcbstx.com), click *Wellness*, then choose *Digital Mental Health*. In the BCBSTX App, tap *Digital Mental Health*.

\* BCBSTX members 13 to 17 years must be registered by the parent enrolled in the plan. Once you've logged in to Learn to Live using the steps above, go the Resources tab. Then find the Register a Minor link to send your teen a registration email.



**CONROE**  
INDEPENDENT  
SCHOOL DISTRICT

## Virtual Visits powered by MD Live – FREE for all HMO and PPO plan members

Schedule sessions with licensed behavioral health therapists by phone, online video, or mobile app. Get virtual care for depression, eating disorders, ADHD, substance use disorders, trauma, PTSD, and more.

You have multiple options for starting with Virtual Visits:

- Go to [bcbstx.com](https://bcbstx.com) and log in to your member account. From the member dashboard, select *Find Care > Virtual Care*. Click the button to *Schedule a Virtual Visit* and sign up on MDLive's website.
- Call MDLive at 1-888-680-8646
- Go to [mdlive.com/bcbstx](https://mdlive.com/bcbstx)
- Text BCBSTX to 635-483
- Download the app at [mdlive.com/mobile-app](https://mdlive.com/mobile-app)

## Behavioral health care with an in-network doctor/specialist, such as counseling, psychiatry, psychology – PCP copay for HMO plan members and deductible/coinsurance for PPO plan members

**\*\*\*Note: Virtual Visits, powered by MDLIVE, incur \$0 cost for all HMO and PPO plan members\*\*\***

Contact an in-network doctor/specialist to schedule an appointment – no PCP referral required. Use any of the following to find an in-network provider:

### BCBSTX website:

- Go to [bcbstx.com](https://bcbstx.com) and log in to your member account
- From the member dashboard, select *Find Care > Medical*
- Select *Find a Doctor or Hospital*
- Ensure the city, state or zip field is the area you wish to search, change if needed
- Under Common Searches, select *Behavioral Health* then choose the desired specialty
- Apply filters to refine your search

### BCBSTX App:

- Log in to the app
- Tap *Find Care In-Network*
- Select *Launch Provider Finder*
- Ensure the city, state or zip field is the area you wish to search, change if needed
- Under Common Searches, select *Behavioral Health* then choose the desired specialty
- Apply filters to refine your search

### Headway

Go to [headway.co/m/bcbstx](https://headway.co/m/bcbstx) for:

- Personalized matching support based on your needs and preferences
- Availability within five days
- Virtual or in-person appointments
- Instant booking

### Local Resource Guide

- Montgomery County Public Health District: [mcphd-tx.org/resources](https://mcphd-tx.org/resources)

### Free National Resources – Available 24/7

- 988 Suicide and Crisis Lifeline: Call or Text 988 (learn more and chat online at [988lifeline.org](https://988lifeline.org))
- Crisis Text Line: Text HOME to 741741 (learn more and chat online at [crisistextline.org](https://crisistextline.org))

*This list is provided as a courtesy. Conroe Independent School District does not endorse, approve, or recommend any specific provider or agency. Because insurance networks can change, always be sure to contact your medical insurance company to verify coverage prior to receiving treatment.*

