

# Behavioral Health Services

Your mind matters



## Why Behavioral Health?

Your mental and emotional health is just as important as your physical health. In fact, one can affect the other, negatively and positively.

If you're feeling sad, stressed or having trouble coping, you're not alone. IEHP offers caring support to help you feel better and stay connected.

## Behavioral Health Services

**Therapy or Counseling (individual, family, group):** Talk with a caring, trained therapist about a range of issues, from depression and anxiety to relationships and past traumas.\*

**Psychiatry & Medication Management:** Psychiatrists can prescribe medicine to help manage mental health symptoms.\*

\* No preauthorization or referral needed to start the service.

## Care for Kids and Teens (20 years old and younger)

- **Applied Behavior Analysis (ABA):** Uses positive reinforcement to teach helpful learning and behavioral skills and decrease harmful ones.\*\*
- **Social Skills Training:** Teaches children and teens how to connect with others, make friends and build confidence.\*\*  
\*\* Referral needed.
- **Therapy or Counseling:** Provides a safe place for kids and teens to talk through their feelings and learn skills to cope with challenges.
- **Psychological Testing:** Helps understand how a child thinks, learns and feels to support diagnosis and care planning.

## County Services

If you or a loved one needs **specialty mental health services or substance use services**, we partner with Riverside and San Bernardino County Behavioral Health to help you get the care you need.

*(Note: Specialty mental health services are typically for more severe conditions and are provided by the county.)*

Call them directly at:

- Riverside CARES Line: **1-800-499-3008**
- San Bernardino Access Unit (Mental Health): **1-888-743-1478**
- San Bernardino SUD (Substance Use Disorder): **1-800-968-2636**

## Need Help Now?


Call your county crisis line:

- Riverside: **951-686-HELP (4357)**
- San Bernardino: **1-800-398-0018**

Call or text **988**, or chat at **988lifeline.org**.

For immediate safety or medical emergencies, call **911** or go to the nearest emergency room.

## Ways to Get Started

1. Talk to your primary care doctor about starting behavioral health services.
2. Scan the code to find a behavioral health provider or call IEHP member services for help. 
3. Call your preferred behavioral health provider and set up your first appointment (no referral or prior authorization needed).
4. If you need help with transportation, call IEHP Member Services.



## We're Here for You

We can connect you with the care you need. Call Member Services for resources and support today:

- IEHP Medi-Cal  
**1-800-440-IEHP (4347)**  
TTY: **1-800-718-4347**
- IEHP DualChoice  
**1-877-273-IEHP (4347)**  
TTY: **1-800-718-4343**
- IEHP Covered  
**1-855-433-IEHP (4347)**, TTY: **711**
- IEHP 24-Hour Nurse Advice Line  
**1-888-244-IEHP (4347)**, TTY: **711**



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