

# Getting started with online mental health care: **Your guide to success**

Taking the first step towards mental health care is a significant and courageous decision. Here's what to expect from telepsychiatry services.

You have access to mental health care through secure video appointments, so you can get professional mental health support from the comfort of your home. It includes consultations, therapy sessions, medication management and follow-up care.

## ➔ PREPARING FOR YOUR FIRST VISIT

### Setting up your space:

- Find a quiet, private space where you won't be interrupted
- Use a phone, tablet or computer with a reliable internet connection
- We'll send you a secure video link by text before your appointment
- Test your device's camera and microphone ahead of time

### Have ready

- List of current medications and dosages
- Brief notes about what you'd like to discuss
- Any questions you'd like to ask

## ➔ YOUR FIRST APPOINTMENT (60 MIN)

### During this important first step, your provider will:

- Complete a structured, information gathering clinical assessment
- Learn about your mental health concerns, experiences and current needs
- Help identify your personal goals for care
- Answer any questions you have

### Before ending this visit, your provider will:

- Schedule your next appointment
- Make sure you know your next steps
- Provide you with any resources you need





**REMEMBER: TAKING CARE OF YOUR MENTAL HEALTH IS IMPORTANT, AND WE'RE HERE TO SUPPORT YOU EVERY STEP OF THE WAY.**

## YOUR PERSONALIZED CARE JOURNEY

### ➔ ONGOING CARE

#### Your care plan

Based on your first visit, your provider will:

- Create a personalized plan that fits your needs
- Recommend the type of care that's right for you
- Connect you with the right specialist, if needed
- Explain all your options clearly

#### Follow-up sessions (30 - 60 minutes):

- Regular check-ins with your provider
- Work on strategies that help you feel better
- Track your progress
- Adjust your care plan as needed

#### Working together:

- Build a trusted relationship with your provider
- Learn practical coping skills
- Celebrate your progress
- Get support when you need it

#### Privacy and support:

- All sessions are completely private and secure
- Your information is protected; sessions are not recorded

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### ➔ WE'RE HERE TO HELP

#### Schedule your virtual appointment

- ➔ Log in at [myNebraskaBlue.com](https://myNebraskaBlue.com) and select Telehealth
- ➔ Call the telehealth number of the back of your member ID card

#### Emergency Support

- ➔ 24/7 Crisis Line: **988**
- ➔ Suicide and Crisis Lifeline: **Call or text 988**
- ➔ Local Emergency: **Call 911**

Telescope Health is an independent company that provides telehealth services to Blue Cross and Blue Shield of Nebraska, an independent licensee of the Blue Cross Blue Shield Association. Emergency support resources are administered by independent organizations who are responsible for their services. 60-299 (02-21-25)