

Recognize and Address Mental Health Symptoms Early

MAY IS MENTAL HEALTH AWARENESS MONTH: USE THESE TIPS AS A REFRESHER TO HELP YOUR PATIENTS

The average delay between symptom onset and treatment is 11 years. That means your patient may spend months or years experiencing mental health challenges before getting a diagnosis.

What can you do?

Mental health can be a part of routine conversation with your patients at each visit. It is important that everyone has a shared understanding about mental health.

Remember to:

- Discuss the importance of mental health screenings with your patients.
- Use screening results to talk with your patients and begin to plan a course of action for addressing their mental health.
- Learn some of the common signs your patients may show if they need help with their mental health. They may share some of the following signs:
 - Isolation – They were more outgoing or positive, and lately they want to spend most of their time at home alone.
 - Losing interest – They are not as interested in things they used to like, including food, music, hobbies, friends, work or school.
 - Trouble focusing – They are having a difficult time concentrating to follow conversations.
 - Short temper – They are irritated or expressed that they may have lashed out at people they care about.



Ideas on how to start the conversation with your patients

For some patients, it may be their first time talking and learning about mental health. Below are ideas on how you can start the dialogue:

- “Having concerns about your mental health is a common experience.”
- “It is never too early or too late to seek help.”
- “While you may not need the information today, I am sharing the basics to help you prepare if you ever need to talk about this with other providers, your family, or friends.”

Mental health resources for CalViva Health members

Share the following resources with your patients to help them feel better.

- myStrength – Is an evidence-based, behavioral health self-help resource that offers interactive, individually tailored applications. Through the personalized website and mobile application, members can get help with a number of conditions, including depression, anxiety, stress, substance use, pain management and insomnia. Members can sign up for mystrength at <https://bh.mystrength.com/hncalviva>.
- Findhelp – Findhelp at <https://calviva.findhelp.com/> is a social service and referral platform that is used to identify local resources to support members. It is a nationwide database that offers no-cost and reduced-cost direct services. Findhelp offers various resources that include mental health services, health education, medical care and more.
- MHN – As CalViva Health’s downstream subcontractor and Health Net’s* behavioral health subsidiary, MHN administers behavioral health services to CalViva Health members.

Encourage patients to access their behavior health services

Actions for you and the patient	Talk with patients about contacting MHN
Partner with the patient to call MHN’s customer service number during an office visit.	“Let’s call MHN together to find a provider that fits what you need.”
Let patients know they can call MHN directly to get a list of available providers, including the best telehealth options.	“MHN’s customer service can help you find a behavioral health provider or specialist. They can also help review telehealth choices.”
Find an MHN network provider through their online directory.	“MHN’s website can help you choose a provider, including one with telehealth service.”

Suicide prevention

For immediate help, call 911 or 988 (Suicide & Crisis Lifeline). The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources.

Mental health resources for CalViva Health providers and staff

Organization	Website
National Alliance on Mental Illness (NAMI)	www.nami.org
Mental Health America (MHA)	www.mhanational.org
Substance Abuse and Mental Health Services Administration Behavioral Health Equity Resources	www.samhsa.gov/behavioral-health-equity/resources



Contacting MHN support

- 24/7 telephone crisis support: 800-322-9707
- For a list of available behavioral health providers (including telehealth):
 - Call the number on the back of the member’s ID card or 888-327-0010.
 - Visit www.mhn.com/find-a-provider.html. Check the Health Net Plan that applies, then click Next. Choose one of these three search options: Telehealth, Distance, or Provider Attributions & Location.
- Interpreter or language assistance: 800-426-0023



Addressing mental health symptoms early is crucial to overall health.

For more information on MHN, CalViva Health’s behavior health administrator, visit bit.ly/41hrsN3.

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