

Who is the Balance™ Care Concierge?

The Care Concierge is an expert, Balance-trained behavioral health care professional. They'll work with you to ensure you get connected to the care that's right for you. They're available to talk by phone or video 7 days a week, 365 days a year. You can rest assured you'll have access to the right support – every step of the way.

Your personal Care Concierge will work with you throughout your Balance journey.

What does the Care Concierge do?

The Care Concierge will work with you to:

- **Review** your Balance survey results
- **Identify** your mental health needs and well-being goals
- **Create** an action plan with you to build coping and resiliency skills
- **Connect** you to in-network resources, whether that means financial or legal counsel or a therapist
- **Follow up** to ensure you receive the care and connections you need

And, if you have an adolescent child (age 10+) who needs help, our Care Concierge can work with you and your child to get the support they need, quickly and conveniently.



What does a typical Care Concierge interaction look like?



Initial
Appointment



Additional
Support



Referral to
Care

At the initial appointment, the Care Concierge will spend about 30-40 minutes reviewing your Balance survey results with you and learning about your needs.

If you need additional support, your Care Concierge will schedule one or more follow-up sessions that last about 15-20 minutes, to help you progress towards your goals.

If you need specialist care, the Care Concierge will connect you to the right care for your needs, from an in-network professional to local community resources.

How do I access the Care Concierge?

- If your Balance survey results show that you have risk factors in at least one area, a Care Concierge will contact you via the Care Pathways portal to schedule an appointment.
 - *Once confirmed, the appointment will appear on your dashboard.*
 - *You can always reschedule or cancel the appointment if something changes.*
- If your Balance survey results show that you have lower risk factors, you can still contact the Care Concierge, should you need them, by calling the phone number displayed in your Balance survey results report.
- If you have an adolescent child who needs help, you will be asked a few short questions about their needs on the Care Pathways platform. After that is complete, the Care Concierge will contact you to schedule an appointment.

On your journey to better mental health, you don't have to go it alone. The Care Concierge is your personal guide—to support you, help you develop new skills and connect you to the care that's right for you.