



November 7, 2020

Dear Tim & Cheryl,

We at MITA wish to express our condolences to you and your fellow employees at C&D Hughes for your loss. This is tragic and at the risk of being redundant, we desire to ensure your staff has adequate access to numbers to assist in their personal needs. As you know, C & D Hughes, employs OE 324, Carpenters, Laborers and non-bargaining employees who all have BCBSM with variations in plan design. Feel free to circulate or remind your employees the following resources, depending on which plan they are enrolled:

For all employees enrolled with BCBSM:

Crisis Hotline and Resources through BCBSM/New Directions Behavioral Health:

For those affected by recent traumatic events New Directions is offering emotional support.

Access care by:

Phone - Anyone can call the New Directions emotional support number 1-833-848-1764, a free and confidential 24/7 mental health helpline staffed by trained and caring professionals ready to guide you to the care you need.

Online - Employees can also access resources by visiting <https://www.ndbh.com/CrisisResources>

Get care through a Network Provider:

Meet with a licensed therapist or psychiatrist near you. Most providers offer virtual therapy and visits by phone.

Find care by:

Phone – Call the Customer Service number on the back of your ID card.

Online – Log in to bcbsm.com and click on Find a Doctor. Search by specialty or service type.

Additional online visit resources available depending on plan enrolled:

For employees enrolled in the Association Health Plan, Michigan Laborers Health Care Plan and Michigan Carpenters Health Care Plan:

Blue Cross Online Visits offers behavioral health care:

Therapists such as psychologists, licensed clinical social workers, marriage and family therapists and professional counselors use talk therapy. Therapy is available by appointment from 7 am to 11 pm.

Access Blue Cross Online Visits by:

Mobile – Download the BCSBM Online Visits app

Web – Visit bcbsmonlinevisits.com

Phone – Call 1-844-606-1608

For employees enrolled in the Operating Engineers Local 324 Health Care Plan:

Doctor on Demand offers behavioral health care:

Therapists such as psychologists, licensed clinical social workers, marriage and family therapists and professional counselors use talk therapy. Therapy and psychiatry services are available by appointment.

Access Doctor on Demand by:

Mobile – Download the Doctor on Demand app.

Web – Visit <https://patient.doctorondemand.com/>

Phone – Call 1-800-997-6196 for support registering

Please do not hesitate to contact me with any questions or concerns.

Thank you,

Rob