



Regence

Group Administrators

An Independent Licensee of the Blue Cross and Blue Shield Association Serving Select Counties in Washington

Welcome to Regence Group Administrators (RGA), Support Resources Program.

We are your health plan administrator, here for you and ready to support your care journey.

Our purpose is simple: we will help you get the most benefit from your health plan.

Health insurance can seem complicated and confusing. To use your benefits with confidence, you need information and support. You'll find both with RGA. Our Care Team knows your health plan benefits and are here to help answer questions and offer guidance where needed. Need to find a doctor? Unsure whether an appointment is covered? Call us 1-866-738-3924. We're always happy to hear from you.

We care about your wellbeing. There are times when national and community resources may be able to provide assistance. We've included a list of resources and their contact information to help you get started.

Healthy ways to cope with stress:

- **Know what to do if you are sick and are concerned about COVID-19.** Contact a health professional before you start any self-treatment for COVID-19.
- **Know where and how to get treatment** and other support services and resources, including counseling or therapy (in person or through telehealth services).
- **Take care of your emotional health.** Taking care of your emotional health will help you think clearly and react to the urgent needs to protect yourself and your family.
- **Take breaks from watching, reading, or listening to news stories**, including those on social media. Hearing about the pandemic repeatedly can be upsetting.
 - Take deep breaths, stretch, or meditate.
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly.
 - Get plenty of sleep.
 - Avoid excessive alcohol and drug use.
- **Make time to unwind.** Try to do some other activities you enjoy.
- **Connect with others.** Talk with people you trust about your concerns and how you are feeling.-
- **Connect with your community or faith-based organizations.** While social distancing measures are in place, consider connecting online, through social media, or by phone or mail.

Sincerely,

Your RGA Care Team



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Support Resources Program National Resource List

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Cancer Support

American Cancer Society Helpline: 1-800-227-2345 & Live Chat at www.cancer.org

Free resources to support people with cancer and their loved ones, including: understanding your diagnosis, finding and paying for treatment, dealing with side effect, supporting children in the family, and end of life. You can also find a dedicated section with answers to common questions on [COVID-19 and cancer](#), and search for support programs in your area.

Support and resources with Livestrong Foundation: 1-855-220-7777

<https://www.livestrong.org/what-we-do/program/livestrong-navigation>

The Foundation helps navigate daily problems and access quality resources. In particular, the Livestrong Navigation service provides free, personalized support for the practical, physical and emotional concerns that people face when dealing with a cancer diagnosis: from managing medical expenses and insurance challenges, fertility preservation, understanding treatment options, and accessing emotion support.

National Cancer Institute: 1-800-4-CANCER - <https://www.cancer.gov/>

The National Cancer Institute lists [over 100 organizations](#) nationwide that provide emotional, practical, and financial support services for people with cancer and their families. In addition to searching this database, the Institute recommends you check suggestions from local hospitals, health departments, and social service agencies that are usually most familiar with services available near you.

Covid-19 and wellbeing

These national mental health organizations have curated a wealth of additional information and resources:

- Mental Health America (MHA) COVID-19 resource page
- National Alliance on Mental Illness (NAMI) COVID-19 resource page

Explore federal and state coronavirus resources and financial assistance programs here:

<https://www.benefits.gov/help/faq/Coronavirus-resources>

Dedicated to American Indians and Alaskan Natives:

You can find here a list of tailored resources, from self-care apps to chats and communities to connect with peers. Provided by the National Council of Urban Indian Health, this selection includes specific resources for native youth and elderly, and addresses the following areas: coping with COVID-19, stress and anxiety, self-care and wellness, and suicide prevention.

<https://www.ncuih.org/hopeforlife#resources>

Emergency Preparedness Resources

These resources help you be fully prepared without feeling overwhelmed, following expert advice for you and your household:

- How to build your emergency kit: <https://www.ready.gov/kit>



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- How to make a plan: <https://www.ready.gov/plan>
- How to prepare for common emergencies with American Red Cross help: <https://www.redcross.org/get-help/how-to-prepare-for-emergencies.html>

National Suicide Prevention Lifeline: 1-800-273-TALK (8255) TTY: 1-800-799-4889

<https://www.suicidepreventionlifeline.org>

The National Suicide Prevention Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. The Lifeline is comprised of a national network of over 150 local crisis centers, combining custom local care and resources with national standards and best practices.

Substance Abuse and Mental Health Service Administration (SAMHSA): National Helpline: 1-800-662-HELP (43557)

<https://www.samhsa.gov>

<https://www.samhsa.gov/find-treatment> - to identify different addictions and Behavioral Health Services Locator

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities. The national helpline is confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders.

Teens and Young Adults OK2TALK: 1-800-273-TALK

<https://ok2talk.org/>

OK2TALK is a community where teens and young adults struggling with mental health conditions can find a safe place to talk about what they're experiencing by sharing their personal stories of recovery, tragedy, struggle or hope. Anyone can add their voice by sharing stories, poems, inspirational quotes, photos, videos, song lyrics and messages of support in a safe, moderated space. Prompted by the [National Alliance on Mental Illness](#), the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

The National Domestic Violence Hotline: <https://www.thehotline.org/help/>; 1-800-799-SAFE (7233) 24 hours every day, or 800-787-3224 (TTY)

The hotline's highly-trained advocates are available 24/7/365 to talk confidentially with anyone experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

Transgender Resources

Trans Lifeline: 1-877-565-8860 translifeline.org

Trans Lifeline's Hotline is a peer support service run by trans people, for trans and questioning callers. Operators are located all over the U.S and Canada, and are all trans-identified. If you are in crisis or just need someone to talk to, even if it's just about whether or not you're trans, please call to receive support and resources.

National Center for Transgender Equality www.transequality.org

Advocacy and resources to promote full self-determination and advance equal opportunity, safety, health, and economic well-being for all people. The center provides self-help guides and a list of [additional help](#) from overall health, legal support and hotlines available to you.





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Transgender Law Center (TLC): 1-510-587-9696 [transgenderlawcenter.org](https://www.transgenderlawcenter.org)

Transgender Law Center (TLC) is the largest national trans-led organization advocating for self-determination. Grounded in legal expertise and committed to racial justice, TLC provides support on common legal challenges and issues you may encounter, from employment and housing discrimination to criminalization and violence.

The Trevor Project Lifeline for youth: 1-866-488-7386. Chat or text support and resources at <https://www.thetrevorproject.org/about/programs-services/>

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) young people under 25.

Veteran's Crisis Line: 1-800-273-TALK (8255) TTY: 1-800-799-4889

<https://www.veteranscrisisline.net>

Volunteers of America Nationwide: 1-800-273-TALK (8255)

www.imhurting.org

<https://www.voa.org/find-an-office> - to find an office

Volunteers of America is a ministry of service led by more than 16,000 professionals, working across the country to touch the lives of 1.5 million people each year. Their mission is to help people by providing online emotional support during times of crisis. Everyone is welcome to talk about what's causing them to feel pain. Their Crisis Counselors will listen to you without judgment and help you feel cared about and safe.

These organizations have curated a wealth of additional information and resources:

[Mental Health America \(MHA\) COVID-19 resource page](#)

[National Alliance on Mental Illness \(NAMI\) COVID-19 resource page](#)

Explore federal and state coronavirus resources and financial assistance programs here:

<https://www.benefits.gov/help/faq/Coronavirus-resources>

211: www.211.org CALL or TEXT 211, 24/7/365, 180 LANGUAGES. COMPLETELY CONFIDENTIAL

211 is the most comprehensive source of locally curated social services information in the U.S. and most of Canada. Call, text, or chat with your local 211 to speak with a community resource specialist in your area who will help you find services and resources that are available to you. You'll find help with:

- shelter and housing options, supplemental food and nutrition programs, and utilities assistance
- emergency information and disaster relief
- services for veterans
- health care, vaccination and health epidemic information
- addiction prevention and rehabilitation programs
- support groups for individuals with mental illnesses or special needs
- a safe, confidential path out of physical and/or emotional domestic abuse



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RGA: For more resources, please visit our self-care during Covid-19 web page on our RGA website:

<https://wa.accessrga.com/covid-19/self-care-during-covid-19>

Idaho: Emergency substance use disorder and mental health services for adults 18 and older. All services are provided without charges to patients in need. Referrals and connections are made to appropriate community resources. You may remain at the facility for up to 23 hours and 59 minutes but most people find they get the help they need in less time.

Services provided include 24-hour hotline, detox services, and crisis intervention and prevention. Centers located in Boise, Caldwell, Coeur d'Alene, Idaho Falls, Pocatello, Twin Falls. Rural Crisis Center Network locations in Lewiston, Orofino, and Moscow.

<https://www.livebetteridaho.org/behavioral-health/crisis-centers-substance-use-disorder-and-mental-health-services>

Oregon: County-based crisis lines for Oregon all residents:

<https://www.oregon.gov/oha/ph/preventionwellness/safeliving/suicideprevention/pages/crisislines.aspx>

Utah: Link to county-based mental health agencies; <https://hope4utah.com/utah-mental-health-agencies/>

Washington State:

WA Recovery Help Line (1.866.789.1511) Anonymous and confidential help line that provides crisis intervention and referral services

[Washington Listens 1-833-681-0211 http://www.walistens.org/](http://www.walistens.org/) -Providing nonclinical support to people experiencing elevated stress due to COVID-19.

<https://www.hca.wa.gov/about-hca/washington-listens-launches-support-people-affected-stress-covid-19>

County-based crisis lines for WA all residents: <https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/mental-health-crisis-lines>



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