

# Behavioral health resources guide

## Find the care, help and tools you need for your mental well-being.

To be in our best health may require at times more than just taking care of our body. Sometimes it means taking care of our mental health, too. At Humana Healthy Horizons® in South Carolina, we are here to help you find the care and support you and your family may need to face behavioral health issues. This guide has resources that can help you get to healthier days ahead.



### In case of a mental health emergency:

#### National Suicide & Crisis Lifeline

Provides free and private support 24/7 for people in distress. Call or text **988** or visit the site to chat live.

#### Humana Healthy Horizons in South Carolina

As a Humana Healthy Horizons in South Carolina member, you can get care for your behavioral health needs. Here are some ways:

- Call a behavioral health provider to set up a visit.
- Get help 24/7 via the Healthy Connections Crisis Hotline at **833-364-2274 (TTY: 711)**.
- Connect with Humana Healthy Horizons in South Carolina via email and phone.

Email: **SCMCDUM\_BH@humana.com**  
Phone: **866-432-0001 (TTY: 711)**

Visit **Humana.com/SouthCarolinaBehavioralHealth** to learn more about our behavioral health benefits and services.

Scan the QR code to find links to all of the resources listed here.



## Alcohol and substance-use

### Addiction Resource

Addiction Resource provides a community for people recovering from addiction and helps them find the best care for a successful recovery.

### Partnership to End Addiction

This organization is dedicated to addiction prevention, treatment, and recovery. It works with families, health professionals, and others.

### Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA works to reduce the impact of substance use and mental illness. Its national helpline is free, confidential for those who seek help, and available 24/7. The toll-free number is **800-662-HELP (4357) (TTY: 800-487-4889)**.

## Children and youth

### American Association on Intellectual and Developmental Disabilities (AAIDD)

AAIDD focuses on intellectual and developmental disabilities in children.

### Autism Speaks

Autism Speaks helps autistic individuals and their families by working to promote understanding and acceptance of autistic people and supporting research.

### Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD)

CHADD provides education materials, an ADHD professional directory, training and events.



### National Autism Center (NAC)

NAC provides information about autism treatment and best practices, and offers resources for families, healthcare professionals, and communities.

### National Resource Center on ADHD

Provides information, education and help concerning the assessment, diagnosis, treatment, and health and well-being for children with ADHD.

## National and state mental health resources

### Centers for Disease Control and Prevention (CDC)

Provides free resources for children with developmental disabilities.

### Federation of Families of South Carolina

Provides a voice for children's mental health and those with substance-use disorders in the state through education, awareness, support and advocacy.

### FindTreatment.gov

FindTreatment.gov helps those seeking treatment for mental and substance use disorders.

### **Mental Health America (MHA)**

MHA works to increase awareness and understanding through public education, direct services, tools, and research.

### **National Alliance of Mental Illness (NAMI)–South Carolina**

Nami is building better lives for millions of Americans affected by mental illness by raising awareness, providing education, and connecting members with services and support within the state.

### **National Institute of Mental Health (NIMH)**

The top federal agency for research on mental disorders. NIMH offers information for patients and their families, health professionals, and the public.

### **South Carolina Department of Mental Health (DMH)**

Provides quality mental health services to South Carolina residents through a network of facilities and medical and support services.

### **South Carolina Share**

Offers a network of self-help support groups for those struggling with mental illness, emotional challenges, substance use, or other behavioral health issues.

### **U.S. Department of Veterans Affairs – PTSD: National Center for PTSD**

The world’s leading research and educational center on PTSD and traumatic stress.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-432-0001 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **866-432-0001** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the  
**South Carolina Department of Health and Human Services, Civil Rights Division**  
1801 Main Street, P.O. Box 8206, Columbia, South Carolina 29202,  
**888-808-4238, TTY: 888-842-3620, [civilrights@scdhhs.gov](mailto:civilrights@scdhhs.gov)**. Complaint form is available at [https://www.scdhhs.gov/sites/default/files/SCDHHS%20Civil%20Rights%20Discrimination%20Complaint\\_0.pdf](https://www.scdhhs.gov/sites/default/files/SCDHHS%20Civil%20Rights%20Discrimination%20Complaint_0.pdf).

**U.S. Department of Health and Human Services, Office for Civil Rights**  
electronically through their Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

### Auxiliary aids and services, free of charge, are available to you. **866-432-0001 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons in South Carolina is a Medicaid Product of Humana Benefit Plan of South Carolina, Inc.

Language assistance services, free of charge, are available to you.  
**866-432-0001 (TTY: 711)**

**English:** Call the number above to receive free language assistance services.

**Español (Spanish):** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

**Tiếng Việt (Vietnamese):** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

**Français (French):** Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

**Русский (Russian):** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**ગુજરાતી (Gujarati):** મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.

**العربية (Arabic):** اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

**Português (Portuguese):** Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

**日本語 (Japanese):** 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

**Українська (Ukrainian):** Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

**हिंदी (Hindi):** भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

**ខ្មែរ (Cambodian):** ហៅមកលេខទូរស័ព្ទខាងលើ ដើម្បីទទួលបានសេវាកម្មបកប្រែភាសាដោយមិនអស់ប្រាក់ ។