

## Significant Mental Health Situation Resources for Employees

Mental Health Crises can occur on any day, at any time, and sometimes, without warning. When experiencing a significant mental health situation, you can quickly become overwhelmed and struggle to quickly identify resources for assistance. If you or a family member experiences a mental health crisis and needs support in managing the situation, please refer to the resources below.



*Key Point: If you believe that you or a family member is in crisis and needs to seek immediate intervention, call 911.*

**Employees and covered family members participating in one of the state's health plans for state government employees can access mental health services through the Employee Assistance Program (EAP) offered with their health plan.**

#### COVA Care & COVA HDHP

- Anthem Blue Cross and Blue Shield  
1-855-223-9277 (toll free)  
Press 1 for crisis  
[www.anthemep.com](http://www.anthemep.com)

#### COVA HealthAware

- Aetna  
1-888-238-6232  
[www.covahealthaware.com](http://www.covahealthaware.com)

#### Kaiser Permanente HMO

- Kaiser Permanente  
(866) 517-7042 (toll free)  
<http://www.achievesolutions.net/kaiser>

**For employees and family members who are not participating in one of the state's health plans for state government employees, please refer to the resources below for assistance.**

- National Suicide Prevention Lifeline (24/7 assistance):  
1-800-273-8255; <http://www.suicidepreventionlifeline.org/>
  - Virginia Suicide Hotlines: provides hotline numbers for several hotline services around Virginia
    - Arlington – (703) 527-4077
    - Blacksburg – (540) 961-8400
    - Bristol – (540) 628-7731 or (540) 466-2312
    - Charlottesville – (804) 295-8255
    - Danville/Pittsylvania County – (804) 792-4357 (8am-10pm)
    - Dumfries – (703) 368-4141
    - Lynchburg – (804) 947-4357 or 1-888-947-9747
    - Martinsville – (540) 632-7295
      - Franklin County (540) 489-5490
      - Patrick County (540) 694-2962
    - Norfolk – (757) 622-1126
    - Richmond – (804) 819-4100
    - Roanoke – (540) 344-1948 (8:15am to midnight M-F)
    - Winchester, Clarke County, Frederick County – (540) 667-0145
      - Page County (540) 743-3733
      - Shenandoah County (540) 459-4742
      - Warren County (540) 635-4357
- <http://www.suicide.org/hotlines/virginia-suicide-hotlines.html>
- Community Services Boards in Virginia: respond to psychiatric emergencies 24 hours a day
    - <http://www.dbhds.virginia.gov/individuals-and-families/community-services-boards>



*Key Point: Be sure that your employer has up-to-date emergency contact information for you in the event of an emergency.*