



Regence

Group Administrators

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

Health and Wellness Support Resources

Navigating health insurance can be overwhelming,
but with RGA, you're not alone.



Dedicated support for your health journey.

Welcome! At RGA, we're more than just administrators – we're your dedicated health plan partners.

Our mission is simple: to help you maximize the benefits of your health plan.



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Health insurance can be overwhelming, but with RGA, you're not alone.

Our knowledgeable Care Team is here to provide information, answer your questions, and guide you through your health journey.

Sincerely,
Your Care Team

Customer Care Phone Number:
1-866-738-3924

These free resources are here to support your emotional, mental health, and overall wellbeing. Feel free to share them with friends and family who might also benefit.

Helplines and Crisis Support

Suicide & Crisis Lifeline
9-8-8 (US & Canada)
Or 1-800-273-TALK (8255)

The National Domestic Violence Hotline
1-800-799-SAFE (7233)

YouthLine (Teen Crisis Line)
1-877-968-8491
Text “TEEN2TEEN” to 839863

Disaster Distress 24/7 Helpline
1-800-5990
Text: “TalkWithUs” to 66746
DisasterDistress.samhsa.gov

SAMHSA National Hotline
1-800-662-HELP (4357)

ANAD Eating Disorders Helpline
1-888-375-7767 Monday-Friday,
9am-9pm CST

National Maternal Mental Health Hotline
1-833-TLC-MAMA (1-833-852-6262)
Call or text, 24/7, English and Spanish

The Trevor Project (for LGBTQI+ Youth)
1-866-488-7386

To access hyperlinks, please right click on the link and choose “open link”, You can also search for keywords in this document by pressing “CTRL” + F to easily locate a resource within the document.

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.

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.

Tribal Resources

Dedicated to American Indians and Alaskan Natives

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

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.



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BIPOC Resources

THE MENTAL HEALTH COALITION

https://www.thementalhealthcoalition.org/resource-library/?resources_category=bipoc

Free resources can be found on The Mental Health Coalition's Resource Library, a searchable database that provides information about mental health for BIPOC and other communities.

MATERNAL MENTAL HEALTH LEADERSHIP ALLIANCE (MMHLA)

<https://www.mmhla.org/resource-hub>

Maternal Mental Health Leadership Alliance (MMHLA) is dedicated to improving the mental health of mothers and childbearing people in the United States. MMHLA's focus is on national policy and health equity, and they offer a range of supportive BIPOC resources.

NON-POLICE CRISIS RESPONSE HELPLINES

BlackLine - Call or text: 1-800-604-5841 <https://www.callblackline.com/>

The mission of BlackLine is to provide hope and promote social justice for BIPOC individuals, families and communities through immediate crisis counseling and peer support. According to BlackLine, "[They] do not trace or send any type of intervention under any circumstances without consent."

Grief & Bereavement Support

Grief & Bereavement Support Resources List

[Grief Support Groups and Resources](#)

Many community organizations offer grief support services. The National Alliance on Mental Illness (NAMI) provides a list of options, including compassionate in-person and online support groups, to help you through difficult times.



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Disaster Relief Assistance:

Disaster Distress Helpline
1-800-985-5990

Salvation Army: <https://www.salvationarmyusa.org/usn/help-disaster-survivors/>

FEMA: <https://www.fema.gov/assistance>

Disaster Assistance.gov: <https://www.disasterassistance.gov/get-assistance/by-category-or-agency>

Farmers.gov: <https://www.farmers.gov/protection-recovery/wildfire>

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>
- 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>

Domestic Violence Resources

The National Domestic Violence Hotline
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.
<https://www.thehotline.org/help/>

National Resource Center on Domestic Violence
The National Resource Center on Domestic Violence (NRCDV) has been a comprehensive source of information for those wanting to educate themselves and help others on the many issues related to domestic violence.
Through its [key initiatives](#) and [special projects](#), NRCDV works to improve community response to domestic violence and, ultimately, prevent its occurrence.
<https://nrcdv.org/>

Eating Disorder Support

National Eating Disorders Association

1-800-931-2237

Text “NEDA” to 741741

<https://www.nationaleatingdisorders.org/get-help/>

National Association of Anorexia Nervosa and Associated Disorders (ANAD)

1-888-375-7767

Our free, Eating Disorders Helpline is available for treatment referrals, support and encouragement, and general questions about eating disorders.

<https://anad.org/get-help/eating-disorders-helpline/>

National Alliance for Eating Disorders

1-866-662-1235

The National Alliance for Eating Disorders (formerly The Alliance for Eating Disorders Awareness) is the leading national nonprofit organization providing referrals, education, and support individuals experiencing eating disorders and their loved ones.

<https://www.allianceforeatingdisorders.com/>

Diabulimia Helpline

1-425-985-3635

Founded in 2010, we're the world's first 501(c)3 non-profit organization dedicated to education, support, and advocacy for people with diabetes and eating disorders, and their loved ones.

We have a 24 hour hotline available 365 days a year

<http://www.diabulimiahelpline.org/>

Mental Health Resources

All Ages

Many resources for all ages can be found on [National Alliance on Mental Illness \(NAMI\)](#), the nation's largest grassroots mental health organization. NAMI is dedicated to building better lives for the millions of Americans affected by mental illness and has over 700 state organizations and local affiliates across the United States.

Other helpful national mental health resources:

<https://www.samhsa.gov/mental-health>

<https://www.nimh.nih.gov/>

<https://mhanational.org/>

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.



Substance Use Disorder Resources

OPIOID TREATMENT PROGRAM DIRECTORY (SEARCH BY STATE AT THE LINK BELOW)

<https://dpt2.samhsa.gov/treatment/directory.aspx>

BUPRENORPHINE PRACTITIONER LOCATOR

<https://www.samhsa.gov/medication-assisted-treatment/find-treatment/treatment-practitioner-locator>

START YOUR RECOVERY

[StartYourRecovery.org](https://startyourrecovery.org)

Start Your Recovery is a groundbreaking website developed by bringing together experts in substance use disorder treatment from leading nonprofit, academic, and government institutions. [You can learn more about us here.](#) Through this resource, members of the community can:

- Find local support and treatment options in Washington
<https://startyourrecovery.org/treatment/rehab-centers/washington>
- Hear stories from individuals with similar life experiences
- Learn about recognizing and dealing with substance use disorder

SAMHSA

Substance Use Disorder and Mental Health Service Administration

The Substance Use 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 use 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.

National Helpline: 1-800-662-HELP (4357)

Website Links:

<https://findtreatment.gov/> | <https://www.samhsa.gov>

Suicide Prevention Resources

National Suicide Prevention Lifeline:

<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.

Suicide and Crisis Lifeline

9-8-8 (US & Canada)

1-800-273-TALK (8255) TTY: 1-800-799-4889

LGBTQIA+

<https://988lifeline.org/help-yourself/lgbtqi/>

FAMILY ACCEPTANCE PROJECT

<https://familyproject.sfsu.edu/posters>

Rental Assistance:

Consumer Financial Protection Bureau

<https://www.consumerfinance.gov/housing/housing-insecurity/help-for-renters/get-help-paying-rent-and-bills/>

Smoking Cessation:

American Lung Association

<https://www.lung.org/quit-smoking/join-freedom-from-smoking>

Transgender Resources

TRANS LIFELINE

1-877-565-8860

www.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.

TRANSGENDER LAW CENTER (TLC)

1-510-587-9696

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

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.

RGA is not affiliated with any of these organizations and does not endorse any particular program or service.

Veteran's Resources

VETERAN'S CRISIS LINE

1-800-273-TALK (8255) TTY: 1-800-799-4889

Text with a Veterans Crisis Line responder –

Send a text message to 838255

<https://www.veteranscrisisline.net>

If you are a Veteran or service member with hearing loss, or any person concerned about someone who is, support is available. **Contact the Veterans Crisis Line by call, text, or chat online.**

THE NATIONAL CALL CENTER FOR HOMELESS VETERANS

Call 1-877-424-3838

[Website](#)

The U.S. Department of Veterans Affairs, offers confidential counseling 24/7 for veterans at risk of homelessness and their families.

THE NATIONAL COALITION FOR HOMELESS VETERANS

1-800-VET-HELP

The coalition offers a directory of local service providers and general help navigating resources for veterans experiencing homelessness.

[Find a local provider](#) | [View resources](#)

Local Veteran's Resources

[https://www.veteranscrisisline.net/
find-resources/local-resources/](https://www.veteranscrisisline.net/find-resources/local-resources/)

Unhoused Populations

NATIONAL ALLIANCE TO END HOMELESSNESS DIAL 2-1-1

[https://endhomelessness.org/
how-to-get-help-
experiencing-homelessness/](https://endhomelessness.org/how-to-get-help-experiencing-homelessness/)

SAMHSA

[https://www.samhsa.
gov/homelessness-
programs-resources](https://www.samhsa.gov/homelessness-programs-resources)

HUD (SEARCH BY COUNTY)

<https://www.hud.gov/states/>

FEEDING AMERICA-FIND YOUR LOCAL FOOD BANK

[https://www.feedingamerica.org
/find-your-local-foodbank](https://www.feedingamerica.org/find-your-local-foodbank)



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Additional Resources (Federal)

211

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

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

Volunteers of America

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.

Nationwide:

1-800-273-TALK (8255) www.imhurting.org
<https://www.voa.org/find-an-office> - to find an office



Pet Owner Resources

Pet Food Bank & Supplies

GOODS is a Greater Good Charities program that distributes food, essential supplies, clothing, housewares, toys, and more to pets and people in need worldwide.

<https://greatergood.org/goods>

Feeding America

Contact your local food bank if you or someone you know needs pet food assistance.

Veterinary Care

If you are unable to pay your pet's bill, there are some organizations that may be able to help you. Your state veterinary medical association may also have a list of local organizations that can help.

Bow Wow Buddies Foundation grants up to \$2,500 are available for necessary medical treatments for serious conditions and emergency services. <https://www.bowwowbuddies.com/apply-for-grant/>

Frankie's Friends Fund offers financial assistance grants to family-owned pets needing lifesaving emergency or specialty veterinary care when their caregivers cannot afford the full cost of treatment.

<https://www.frankiesfriends.org/national-frankies-friends-fund>

Pet Deposit Fees & Pet Rent

Many humane societies provide "pet owner assistance funds" to help with unexpected pet costs, including pet deposits and rent. Check with your local humane society to see if pet rent assistance is available.

Pet Grief and Bereavement

The Association for Pet Loss and Bereavement (APLB) is a nonprofit who provides peer grief support groups, a directory of pet loss counselors, and additional resources.

<https://www.aplb.org/online-video-support-about/>

RGA is not affiliated with any of these organizations and does not endorse any particular program or service.



Additional Local Resources (ID, OR, UT, WA, MI)

Idaho:

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>

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.walistsens.org/](http://www.walistsens.org/) -Providing nonclinical support to people experiencing elevated stress due to 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>

Michigan:

https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/drugcontrol/welcome/get-help-now-behavioral-health_1

Oregon:

County-based crisis lines for Oregon all residents: <https://www.oregon.gov/oha/ph/preventionwellness/safeliving/suicideprevention/pages/crisislines.aspx>

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We're here to help.

Support and resources made easy
– we've got you covered.



Our Care Team serves as more than just a resource; we are your partners in health. If you need assistance with understanding your coverage details or have questions about finding a provider, we are just a call away. Every member of our team is highly experienced and committed to ensuring you receive the best support possible.

We can help you to:

Understand your plan benefits.

Let us simplify the complexities so you can focus on what matters most – your health and well-being.

Help you find an in-network provider.

Navigating the healthcare system can be overwhelming, but you don't have to do it alone. Our care team can assist you in finding the right in-network provider.

Answer questions about your coverage.

Whether you have questions about what services are covered, how to file a claim, or what to do in an emergency, our care team is just a call away.

If you or someone you know is in immediate distress or thinking of hurting themselves, call 911 or go to the nearest hospital. Help is always available.

For less immediate concerns, visit accessrga.com to log in to your RGA account or contact us by calling the Customer Care number on the back of your Member ID card.



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7 Steps to Support Your Wellbeing

Taking small actions can make a big difference in how you feel every day.

Seek Professional Guidance:

1

- If you're feeling unwell or worried, consult a healthcare professional before attempting any self-treatment.
- Familiarize yourself with available treatment options and support services, including counseling or therapy (both in-person and via telehealth).

Emotional Health Matters:

2

- Taking care of your emotional health is just as important as your physical health.
- It's important to take breaks from the news, especially on social media, as constant exposure can at times be stressful.

Mind-Body Practices:

3

- Incorporate mindfulness techniques into your daily routine. Deep breathing exercises, stretching, and meditation can help reduce stress.
- Prioritize healthy, balanced meals. Proper nutrition supports your physical and mental well-being.

Stay Active:

4

- Regular exercise is a powerful stress reliever. Whether it's a brisk walk, yoga, swimming, or home workouts, find what suits you best.
- Aim for at least 30 minutes of physical activity most days.

Prioritize Restful Sleep:

5

- Not getting enough sleep can make stress worse, so it's important to create a calming bedtime routine and make sure you get enough rest each night.

Avoid Harmful Coping Mechanisms:

6

- Avoid excessive alcohol or drug use, as they might offer temporary relief, but can actually make your stress worse.

Unwind and Recharge:

7

- Make time for activities you enjoy. Whether it's reading, gardening, or playing an instrument, engage in hobbies that bring you joy.