

FOR IMMEDIATE RELEASE

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MEDIA CONTACT:

Angela Lee

Lee@abhw.org

703-999-5170

Association for Behavioral Health and Wellness (ABHW) Health Plan Members' Response to Recent Flood Disasters

Washington, D.C. – In response to the recent flooding affecting communities across Texas, North Carolina, and New Mexico, the Association for Behavioral Health and Wellness (ABHW)'s health plan members are mobilizing critical resources, support services, and relief efforts to assist anyone, including non-members, who have been impacted. These resources include 24/7 toll-free hotlines to qualified mental health representatives, crisis counseling, an Urgent Care or Behavioral Health visit, and online guides and support on how to navigate crisis.

"We are proud of how our health plan members rise to the occasion during emergencies," said ABHW President and CEO Debbie Witchey. "Their commitment to meeting individuals where they are, especially when they need help the most, is central to our mission. As communities recover from these devastating floods, our members remain committed to providing consistent support, addressing both physical needs and the mental health impacts of this crisis."

Highlights of our members' efforts include:

- **Aetna, a CVS Health Company** expanded its Resources For Living (RFL) services to ensure individuals and organizations have access to care regardless of whether it is part of their existing benefits. Services include, in-the-moment mental health phone support, a dedicated [crisis support website](#), and community resource information. Individuals and organizations who do not have RFL can call 1-833-327-AETNA, and those with RFL should contact their designated RFL number.
- **Cigna** is offering an opportunity to speak with a qualified mental health representative for those affected by the floods in Central Texas through their toll-free number at 866-912-1687. The number will be open 24/7 to help people manage their stress and anxiety during this difficult time. Additionally, MDLIVE is offering one free Urgent Care and/or one Behavioral Health visit. Cigna also offers online resources, such as [Cigna Online Resource Center](#), to help visitors manage the emotions of coping with the devastation.
- **Magellan Health** opened a complimentary 24/7 crisis line for individuals impacted by the flooding in Texas and New Mexico. This service is offered at no charge to the community to assist individuals as they work to cope with the

feelings of fear, sadness, anger, or hopelessness related to these kinds of natural disasters. The number is 1-800-327-7451.

- **Optum's** Employee Assistance Program (EAP) lines are open to members and non-members for short-term and crisis counseling options.
- **Superior HealthPlan**, a managed care organization serving nearly 2 million Texans, launched a swift and coordinated effort to support impacted members, providers, community partners, and employees. The response prioritized urgent physical and behavioral health needs, ensured access to prescriptions, medical appointments and transportation, and connected individuals with critical community resources. In partnership with Centene, Superior also introduced an employee giving and volunteer initiative to support nonprofit organizations providing disaster relief.

ABHW will continue to highlight and share the valuable resources our members provide to support relief and recovery during challenging times.

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ABOUT THE ASSOCIATION FOR BEHAVIORAL HEALTH AND WELLNESS

ABHW is the leading health plan association working to improve access and quality of care for mental health and substance use disorders. ABHW's members include national and regional health plans that care for 200 million people. Together, we work to reduce stigma and advance federal policy on mental health and substance use disorder care.

ABHW member companies – Aetna, a CVS Health Company; CareFirst BlueCross BlueShield; Caredon Behavioral Health, an Elevance Health Company; Centene Corporation; Evernorth; Kaiser Permanente; Lucet; Magellan Health; Molina Healthcare; Optum; and PerformCare, a subsidiary of AmeriHealth Caritas. To learn more, visit www.abhw.org and follow us on [X](#) and [LinkedIn](#).