

MENTAL HEALTH BRIEF

News For You

Our Mental Health Brief helps you stay up to date on Blue Cross Blue Shield of Massachusetts news that affects your practice.

Therapy access expanded: New options available



[Nema Health](#) offers virtual, intensive trauma therapy for those with PTSD. Founded by survivors and clinicians, this national specialty mental health group supports lasting peace and healing through evidence-based protocols.

[Charlie Health](#) offers virtual outpatient programs specializing in mental health, substance use, and eating disorders. Tailored for children, teens, and adults, Charlie Health develops intensive outpatient therapy care plans that are designed to support holistic treatment. This provider will be available mid-January.

[Octave](#) offers therapy and medication management both in-person and virtually to individuals, couples, and families ages 18+. Their therapists employ numerous evidence-based approaches such as cognitive behavioral therapy and mindfulness-based therapy.

New form to request PHP/IOP continued treatment

We recently added the [Continuing Treatment Request Form for PHP and IOP](#) to our Forms Library on Provider Central. Fill out this brief form to request continuing treatment for partial hospital (PHP) and intensive outpatient (IOP) levels of care. The form details exactly what we need to review your requests as efficiently as possible. Fax the completed form with supporting clinical to **1-888-376-0679**.

Authorization submission reminders

Please follow these guidelines for your mental health care authorization requests to move the approval process along.

Expedited requests: Submit an expedited request for medical care or services only if waiting for a decision within the standard 15-day timeframe could seriously endanger the member's life or health.

PHP/IOP authorization requests:

- Always fax clinical information for ongoing reviews at PHP and IOP levels.
- Don't build a continued stay request in Authorization Manager or attach documentation to an existing request as our system doesn't allow us to see them. You must fax all continued stay requests to **1-888-376-0679**.
- Use the Blue Cross [Continuing Treatment Request Form for PHP and IOP](#).
- Fax clinical rationale with flex requests to **1-888-376-0679**. Leaving a voicemail is not sufficient. We need documentation.

Step-down requests:

- Submit stand-alone fax requests for step-down care requests from an existing level of care.
- Discharge summaries should be submitted separately from a step-down request. A step-down noted on a discharge summary fax will not initiate new cases until formally requested.
 - Fax line for inpatient or residential: **1-888-376-0627**
 - Fax line for PHP/IOP: **1-888-376-0679**
 - Fax line for other levels of care: **1-888-641-5199**

Peer-to-Peer requests:

- For updates, call the same number from your denial letter; our utilization managers cannot respond to appeal queries.

December is Seasonal Depression Awareness Month



Seasonal affective disorder (SAD)—mild to moderate depression—descends in the fall or winter months and fades in spring triggered by the change of seasons. Blue Cross covers lightbox therapy to treat SAD for our commercial members when medically necessary:

- Therapeutic light boxes, minimum 10,000 lux, tabletop model (E0203)
- Replacement bulbs for therapeutic light box, tabletop model (A4634)

For more information, see our [Lightbox therapy fact sheet](#) for providers.

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