

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.

Update to behavioral health authorization request fax numbers

We have added two fax numbers for your mental health and substance use disorder concurrent review or extension requests. By faxing your requests to these numbers, we will be able to respond more promptly.

Our updated fax numbers, listed below, are effective immediately.

Please notify any relevant office staff and billing agencies of this information and continue to submit all initial authorization requests through Authorization Manager.

For:	Fax:
New: Inpatient (acute psychiatric, detoxification, and residential treatment requests)	1-888-376-0627
New: Intensive outpatient / partial hospitalization requests	1-888-376-0679
Behavioral Health and Substance Use requests, including: <ul style="list-style-type: none"> • Intensive community based treatment (ICBT) • Family stabilization team • Ketamine and Spravato • Neuro or psychological testing • Outpatient pre-authorizations and treatment request forms • Repetitive transcranial magnetic stimulation (RTMS) • Urine drug testing 	1-888-641-5199 for all members except Blue Cross Blue Shield of Massachusetts employees 1-888-608-3693 for Blue Cross Blue Shield of Massachusetts employees
Autism treatment services, including ABA requests	1-617-246-4281

Mental Health Advocates – Here for our members

As you know, finding mental health care can be an overwhelming and daunting experience for those who need it. Our team of three Mental Health Advocates manage member calls and emails. They provide personalized, hands-on support and help locate available mental health options and other resources.

"I'm passionate about my work," says Kelly McGovern, one of our Advocates. "It's really something remarkable to find a solution for a member. I work hard to find the mental health resources our members need, and to let them know they are taken care of." Below, McGovern talks more about why her role is so important and why she loves her job.



Kelly McGovern, Blue Cross
Mental Health Advocate

Q: What would you say is the most important benefit you offer as an Advocate to our members?

A: The most important thing we do is meet the member where they are. We have an emotional, compassionate, and empathetic skill set that allows us to engage with the member no matter what they are going through. We listen to their needs and concerns and let them know that we're going to work with them every step of the way through their mental health journey.

Q: Is there a memorable member interaction you can share?

A: I had a member in her mid-60's who was concerned about aging, overwhelmed with choosing a Medicare health plan, and knew she would benefit from mental health support.

I took the time to let her talk and validated her experience. I did a deep search based on her criteria, and found an in-network provider who she can go to when she transitions to Medicare. I let her know she can call or email me anytime she needs support, or if anything changes.

Q: Is there a message you'd like to share with our mental health providers?

A: I genuinely appreciate when a provider gets back to me about a referral—even if their practice is too full to accept new patients. And when they share additional resources or leads, it really helps our members. I know they are so busy and their job is important, but when they take the time to respond, it's extremely helpful.

You can refer your Blue Cross patients to this program by visiting the ["Helping Our Members Find Care"](#) section of our Provider Central Mental Health page.



New security measures for Provider Central are live

We've added a new Provider Central sign in process—called multi-factor authentication—that requires you to authenticate your identity using your email address. Each individual user must be registered for Provider Central with their own email address, so please be sure to check your Provider Central email address to make sure it's still valid.

Network updates

[Spring Health](#) is a new primary mental health provider that joined our network January 1, 2025. Spring Health is a comprehensive mental health solution that gives members access to care navigation, assessment and care plans, therapy, medication management, crisis support, and a Cognitive Behavioral Therapy (CBT) Library. Spring Health provides individual, couples, and family therapy.

[Talkiatry](#) will be available nationally starting March 1, 2025, allowing Blue Cross Blue Shield of Massachusetts members living out of state to access their services. Talkiatry provides care virtually to patients 6 years old and up for ADHD, anxiety, bipolar disorder, depression, OCD and more.

Have you seen our new Health Equity section on Provider Central?

Check out the new [Health Equity](#) section on Provider Central that provides resources on topics to support your practice and inclusive patient care. The page includes a link to our annual Health Equity Report, best practices when caring for LGBTQ+ patients, and suggestions for increasing cultural awareness.

Blue Cross mental health news & updates

- **Jan 3, 2025 News alert:** 2025 code update for mental health providers and facilities: To read this News Alert containing a summary of your fee schedule coding changes effective January 1, 2025, [log in](#) to Provider Central and go to **News**. Scroll down to January 3, 2025 and you'll see this headline, "2025 code update for mental health providers and facilities."
- **Aug 29, 2024 News article:** [Coordinating medical and mental health care for better health outcomes](#)
- **May 1, 2024 Coverage story:** [As a community, we need to talk more about mental health](#)
- **Jan 22, 2024 Coverage story:** [How to get help for seasonal affective disorder](#)

Resources

For patients: Finding mental health care is just a few clicks away

We make it easy for your patients to find their mental health care options. By signing in to the mental health section of [MyBlue](#), they can explore all in-person and virtual care options, and access helpful tools and resources. They can also call Team Blue at **1-888-389-7764**, Monday through Friday, 8:30 a.m. to 4:30 p.m. ET, to assess their mental health needs and be matched with available in-network providers.

For providers: Your Blue Cross mental health hub

Don't forget to visit our Provider Central [mental health page](#) for a list of the primary and sub-

specialty mental health provider groups to which you may want to refer patients. The page also offers links to authorization requirements, our member mental health resource center, and more.

Need Provider Central help? Email us at providercentral@bcbsma.com or call us at 1-800-771-4097 (Option 2), available Mon – Thurs 8 a.m. – 4 p.m. and Fri 8 a.m. – 1 p.m.

Email changes? [Update your email address or user profile](#) by logging in and clicking My Profile on the upper right-hand side of the home page.

Have your billing agency (if you use one) register for Provider Central to work on your behalf. [Learn how.](#)

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