

## MENTAL HEALTH BRIEF

News For You



MASSACHUSETTS

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



Click here to register

### Join our October 25 claims processing webinar

Please join us for a webinar where our experts will walk you through all the resources you need for your mental health claims.

### Over-the-counter Narcan available to members at no cost

We recently announced in a [press release](#) that we will cover over-the-counter overdose reversal medication Narcan at no cost to commercial members in Massachusetts who have our pharmacy coverage. The U.S. Food and Drug Administration (FDA) approved Narcan (4mg naloxone nasal spray) for non-prescription use in March.

*"Waiving out-of-pocket costs for this emergency medication aligns with our commitment to ensuring our members have access to the substance use disorder treatment they need—which is especially critical as opioid-related overdose deaths in Massachusetts [continue to rise](#)."*

said Dr. Sandhya Rao, Blue Cross' chief medical officer



### Blue Cross wins award for reducing barriers to mental health care

Blue Cross Blue Shield of Massachusetts recently received the [Brand Innovation Award](#) from the Blue Cross Blue Shield Association to recognize our Mental Health Advocate Program. Through this program, clinical experts help members choose clinicians and provide ongoing care management support.

### New mental health options for in-state and out-of-state members

We're continuing to expand our mental health care network for our members living outside of Massachusetts to ensure they can access the care they need. Whether our members live in Massachusetts or in another state, they can now obtain virtual appointments for therapy and medication management from our partners [Headway](#) and [Alma](#). Read more about Headway and Alma in our [June 5 press release](#). We've also added two specialty mental health provider organizations to our network that offer care to our members in Massachusetts for specific conditions and populations:

- [Cortica](#) offers whole-child, value-based care for autistic and other neurodivergent children and their families. Services include medical care, ABA therapy, counseling, and developmental therapies such as speech, physical, and occupational therapy.
- [Eleanor Health](#) helps treat substance use disorders and other mental health conditions with personalized care plans for each patient.



## Waiving cost share for collaborative care management, telehealth assessment services

We recently shared that we're [waiving member cost](#) for certain collaborative care management, care management, and interprofessional telehealth assessment and management services. No member cost will apply to these codes when billed by mental health providers and facilities. We believe that this change will:

- Improve our members' access to mental health care by removing cost barriers for members seeking mental health treatment.
- Prevent members from receiving bills for services for which they don't expect to pay anything.
- Encourage and support the integration of mental health care into primary care.

## We're expanding Enhanced Dental Benefits for members with mental health, substance use conditions, and intellectual or developmental disabilities

We are expanding our [Enhanced Dental Benefits](#) for members with intellectual and/or developmental disabilities, and mental health conditions. Blue Cross members with dental coverage may receive additional cleaning, periodontal maintenance, oral cancer screening, and fluoride treatment benefits after their physician or clinician has signed an enrollment form to indicate their eligibility.

These new benefits are available starting October 1, 2023, when the member's account renews with us. Please note that your patients may ask you to fill out a form to verify that they have a condition that qualifies them to receive these benefits.



## Burned out? Betsy Lehman Center offers peer support for health care professionals

Being on the frontline isn't easy. **We thank you** for all you do to provide care to those that need it most. If you are feeling burned out, need support, or want someone to talk to, the Betsy Lehman Center for Patient Safety can help. The Center created a [Virtual Peer Support Network](#) available for free to the Massachusetts medical community. The Virtual Peer Support Network will match you with a professional colleague in a similar role outside of your organization. All conversations are confidential. If you'd like to request a peer supporter, simply:

- Complete [this form](#) and someone from the Betsy Lehman Center will get back to you in one to two business days.
- Call the Betsy Lehman Center at **1-617-701-8101**.

## Recent mental health news and updates on Provider Central

- Your new fee schedule took effect on September 1 (News Alert); [Log in](#) to access. If you use a billing software system, please update it with the new rates to ensure your claims are reimbursed correctly. You can find updated fee schedules online when you log into [bluecrossma.com/provider](https://bluecrossma.com/provider). Click **Office Resources>Fee Schedules**.
- [How to request and bill for ketamine and esketamine](#).

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# Coverage

See the latest mental health news in [Coverage, a Blue Cross news service](#)



Need Provider Central help?

Email us: [providercentral@bcbsma.com](mailto:providercentral@bcbsma.com)

Email changes?

To update your email address or user profile, [log in](#) and click My Profile on the upper

Call us: **1-800-771-4097**, Option 2  
Available Mon - Fri, 8 a.m. - 4 p.m.

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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