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MARCH 2023

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.

Now available! New Provider Central mental health page

Our new [Provider Central mental health](#) page is here. It contains all the mental health-related resources you need to do business with us in one central location. It includes:

- A list of the new primary and specialty mental health care provider groups that you can refer your patients to
- Helpful resources to share with your patient, including a link to our member MyBlue Mental Health Options page
- Authorization, medical necessity details, and payment information
- Our *Mental Health Brief* archives

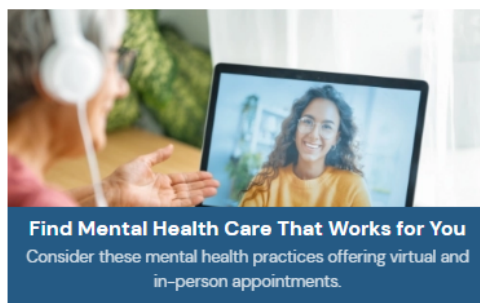
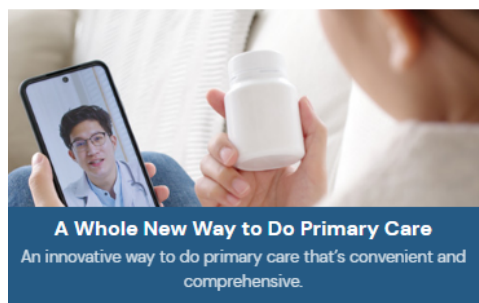


Helping members find mental health care

We have a new digital "destination" on MyBlue that makes it easier than ever before for your patients, our members, to understand their options and navigate to a mental health provider. If your patient is struggling with finding care, please point them to our [MyBlue Mental Health Options page](#). From there, your patient can answer 4-5 questions to help assess their mental health needs, and once they complete the questionnaire, they'll see personalized results. To access the page, members must sign into their [MyBlue account](#), then scroll down and click on "Find Mental Health

Care That Works for You." Alternatively, members can sign in and click on My Care>Mental Health Options. Here, members can find and reach out to a suitable provider directly to schedule an appointment.

RESOURCES TO HELP YOU STAY WELL



Are you submitting your requests electronically?

We recently shared that starting June 1, 2023, providers will need to submit referrals and initial inpatient authorization requests electronically instead of phone or fax. This applies to mental health services such as:

- Outpatient referrals
- Initial mental health inpatient requests
- Initial mental health service requests

You can use ConnectCenter or another EDI-based tool, but we recommend [Authorization Manager](#) as the most efficient way to review authorization requirements, request authorizations, check existing case status, and view or print the decision letter. To read our News Alert, log on to bluecrossma.com/provider and go to News. Scroll down to the News Alert dated February 1, 2023.

Removing prior authorization for child psychiatric treatments

To address barriers to care for children and adolescents up to age 18, we've removed prior authorization requirements for in- and out-of-network care for the following services:

- Intensive community-based treatment (ICBAT)
- Community-based acute treatment (CBAT)
- Inpatient psychiatric treatment

Facilities need to provide notification only. For more details, see this [February 7 news article](#).



Real members sharing stories about their mental health journeys

Our *Coverage* news service page features videos of Blue Cross members speaking about how they are addressing their struggles with anxiety, depression, and other mental health challenges. Take a moment to [listen](#) to Jeff, Kathy, Kevin, and Stephanie as they share their stories.

Training available on Payspan and appeals process



Payspan: Did you know that you can use Payspan to research payment detail advisories? Watch [this video](#) to learn how and be sure to share it with colleagues.



Appeal status: We do not give appeal status over the phone. Watch [this video](#) for tips and best practices for getting your appeals status.

Coverage

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



OPIOID RESOURCE
CENTER

PRIOR AUTHORIZATION GUIDELINES

TREATMENT RESOURCES

Need Provider Central help?

Email us: providercentral@bcbsma.com

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

Email changes?

To update your email address or user profile, [log in](#) and click 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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