

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

Collaboration is key to patients' health

Many experts agree that mental and physical health are closely related, and that collaboration between you and your patients' other health care providers is critical. In spite of this, many mental health providers who responded to our annual behavioral health Provider Access to Care Survey¹ indicated that collaboration is not clinically necessary.

Blue Cross is supporting a new [collaborative care model](#) in which a patient's primary care provider, a care manager, and a psychiatrist work together.

"A collaborative care model can break down silos by encouraging greater collaboration between primary care and behavioral health practitioners," said Dr. Gregory Harris, psychiatrist and Blue Cross Blue Shield of Massachusetts senior medical director. "We're looking to have greater collaboration in which providers address both the patient's mental and medical issues at the same time, allowing for a holistic approach."



Consider telehealth for children and adolescents

During the COVID-19 pandemic, mental health appointments dominated virtual care. According to our claims data, mental health appointments made up nearly 53% of the 7.5 million telehealth claims processed since March 2020. According to Dr. Katherine Dallow, Blue Cross vice president of clinical programs and strategy, telehealth makes it easier for patients to seek mental health treatment. Read her comments and more in this [USA Today](#) article on telehealth trends.

For ADHD patients

Medication adherence for your patients with attention deficit hyperactivity disorder (ADHD) is challenging. Poor adherence and premature termination of stimulants used to manage ADHD can undermine the benefits. **Please consider using telehealth for your follow-up appointments with your child and adolescent patients.** This can help them learn ways to cope and manage behavior associated with ADHD and get refills for prescribed ADHD medication.



When prescribing a new ADHD medication, be sure to schedule a follow-up visit within 30 days, and two more visits in the nine months following to continue monitoring your patient's progress.

Resources

- [Practice Parameter for the Assessment and Treatment of Children and Adolescents With Attention-Deficit/Hyperactivity Disorder](#)
- [Telehealth \(telemedicine\) — Behavioral Health payment policy](#) (login required)

Use Authorization Manager for faster approval of authorization requests

Currently, it can take up to 25 minutes for us to answer your calls requesting authorization, while using Authorization Manager can take only 40 seconds. [Read about](#) how using Authorization Manager will save you time and simplify your authorization requests.

Caregivers need TLC too

Did you know that we offer our members caregiver support resources? Our team of registered nurses, behavioral health specialists, and wellness coaches can help your patients help their loved ones.

Please let your patients who are caregivers know that we offer this service. They can visit:

www.bluecrossma.org/myblue/find-care/care-options/caregiver-support for more information.



1. 2020 Blue Cross Blue Shield of Massachusetts Provider Access to Care Survey.



**COVID-19
INFORMATION**



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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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