

Our Mental Health Brief will help you stay up-to-date with Blue Cross Blue Shield of Massachusetts news that affects you and highlights administrative and clinical news you need to care for your Blue Cross patients.

Increasing mental health awareness with resource center

We've introduced a new online [mental health resource center](#) to help your patients better understand their mental health care options and find the right mental health care for their needs. Please encourage your Blue Cross patients to consult this resource for helpful information about:

- Remote therapy visits
- Self-guided programs
- Substance use support
- Therapist or other mental health provider searches and more



Encourage your commercial and Medicare patients to use mail order pharmacy

During this difficult time, we want to help ensure that your patients remain healthy and adhere to their prescribed medications to treat their mental health. Our commercial members* (belonging to an HMO, PPO, POS, or Indemnity plan) and our Medicare members have access to a mail order pharmacy benefit**. Please encourage these patients to use the mail order pharmacy for medication adherence. It's easy, convenient, saves time, and could save money, especially during the COVID-19 pandemic.

To get started using mail order, the patient can go to www.express-scripts.com. You can help by sending an e-script for a 90-day supply directly to Express Scripts (if appropriate).

*Some of our Federal Employee Program (FEP) member plans offer the mail order benefit as well. You can confirm by checking FEPBlue.org.

**Be sure to always verify your patient's benefits and eligibility.



Payspan reminders

Payspan is the tool we offer to help you manage your Electronic Funds Transfer payments, and check payment status and accounts receivable information. Here are some tips for using Payspan effectively:

Finding claims: Search by your group or individual national provider identifier (NPI). If you have a large practice, you may need to ask Payspan to have your NPI linked to your group's NPI so you can see your claims.

Refer to Blue Cross messages for more details about your claim: Your payment advisories include both the required HIPAA-compliant messages and the Blue Cross messages that show in all capital letters.

To learn more about Payspan

Log on to bluecrossma.com/provider, then click on eTools>Payspan to:

- See our Payspan Quick Start Guide
- Watch a 2-minute tutorial on researching your payment advisories
- View a sample medical or dental Provider Detail Advisory

Tell us what you think: Take a brief survey

Please give us your feedback on this email by taking this brief survey by **March 16**.

[Take our survey](#)



**COVID-19
INFORMATION**



**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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