

## State Health Plan PPO – Behavioral Health / Substance Abuse Frequently Asked Questions

<b>Transition</b>	
Who is responsible for a hospital admission prior to October 1, with a discharge date that extends past October 1?	Magellan Health is responsible for the hospital admission for the entire length of stay under most circumstances. The hospital will be responsible for submitting claims to Magellan Health for hospital admission prior to October 1, 2019.
Will Blue Cross honor authorizations approved by Magellan Health?	Blue Cross will work with Magellan Health to properly transition members with an approved authorization.
<b>Network</b>	
Will Blue Cross accept providers not in their network?	Blue Cross is willing to accept additional providers in their network. These providers must comply with Blue Cross's credentialing process. Providers can call Blue Cross at 1-800 822-2761 for more information.
How can I locate a provider in Blue Cross's network?	Besides calling Customer Service for assistance by phone, you can search for network providers online by visiting <b>bcbsm.com</b> and clicking the blue 'Find a doctor' button located on the home page.
Can I access information pertaining to Blue Cross's via a smart device?	The BCBSM app is available for Apple and Android mobile devices for free in the App Store® or Google Play™. Besides finding a doctor, registered users can access a virtual ID card, claims, explanations of benefits and get member discounts offered through Blue365®.
Will I incur additional out of pocket costs because my provider is not currently in Blue Cross's network.	You can continue to see your out of network provider for a 90-day transition period, with an in-network cost share. Blue Cross will work with you to locate a network provider. Where network providers are available, if you choose not to get care from network providers after the 90-day transition period is over, you will be responsible for any out of network costs.
<b>Benefits</b>	
What are the changes to my plan benefits on October 1st?	The only change to your benefits is for telehealth/online visits. Your copay for behavioral health telehealth online visits is \$10 or 10% of the allowed amount, whichever is less. <b>Note: This change does not apply to MSPTA (bargaining unit T01) represented employees or persons who retired from the State Police enlisted bargaining unit on or after October 1, 1987.</b>

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<b>Benefits (continued)</b>	
How do I access telehealth/online visits?	<p>Start by doing one of the following:</p> <ul style="list-style-type: none"> <li>Mobile – Download the BCBSM Online Visits<sup>SM</sup> app</li> <li>Web – Visit <a href="http://bcbsmonlinevisits.com">bcbsmonlinevisits.com</a></li> <li>Phone – Call 1-844-606-1608</li> </ul> <p>No service key required.</p>
What services require a deductible?	The deductible applies to the Ambulance benefit and Applied Behavioral Analysis (ABA) for Autism Spectrum Disorders.
Is there a separate deductible for my plan benefits under behavioral health and substance use disorder and my plan benefits under the State Health Plan PPO?	No.
Is the out of pocket maximum applicable to behavioral health and substance use disorder benefits?	Yes. As a reminder, the in-network out of pocket maximum is \$2000/\$4000. Blue Cross will continue to accumulate the in-network drug copays from OptumRx as well as the deductible, copays, and coinsurance under the State Health Plan for medical and behavioral health services.
<b>Authorizations/Referrals</b>	
What services require authorization?	<p>The following services require authorization for behavioral health:</p> <ul style="list-style-type: none"> <li>Applied Behavioral Analysis (used to treat Autism Spectrum Disorders),</li> <li>Inpatient Mental Health</li> <li>Intensive Outpatient Mental Health Therapy</li> <li>Partial Hospital Mental Health treatment</li> </ul> <p>The following services require authorization for substance abuse:</p> <ul style="list-style-type: none"> <li>Residential</li> <li>Intensive Outpatient</li> <li>Partial Hospital Substance Abuse treatment</li> </ul> <p><b>Note:</b> Inpatient sub-acute detox is covered under your medical plan and requires an authorization.</p>

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<b>Authorizations/Referrals (continued)</b>	
Who do I call to get an authorization or referral?	Blue Cross has partnered with New Directions to provide behavioral health and substance abuse services. Beginning October 1, you can call New Directions at 1-866-503-3158.
What other services will New Directions have in administering our behavioral health and substance abuse benefits?	<p>In addition to authorizations and referrals, New Directions will provide the following services:</p> <ul style="list-style-type: none"> <li>Behavioral health crisis (24/7)</li> <li>Case and care management</li> <li>Autism resources</li> <li>Clinical Response Unit for substance abuse</li> </ul>
Are there any changes to services offered through Employee Service Program (ESP)?	No – ESP services are offered free of charge, directly through the State. ESP counselors will continue to refer clients to professionals covered by the State Health Plan PPO. For confidential assistance, call ESP toll-free at 1-800-521-1377 Monday through Friday 8:00 a.m. to 5:00 p.m.
<b>Customer Service</b>	
Who should I call for questions regarding benefits or claims?	Beginning October 1, call Blue Cross Customer Service at 1-800-843-4876.
<p>Prior to October 1, who should I call for questions regarding services received prior to October 1?</p> <p>On or after October 1, who should I call for questions regarding services received prior to October 1?</p>	<p>Call Magellan Health Customer Service at 1-866-503-3158.</p> <p>Call Magellan Health Customer Service at 1- 866-503-3159.</p>
Who should I call for authorizations or referrals?	<p>Beginning October 1, call New Directions at 1-866-503-3158.</p> <p><b><u>Note:</u> Effective October 1, New Directions will take ownership of this Magellan Health Customer Service phone number.</b></p>

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<b>Customer Service (continued)</b>	
Who should I call for emergency conditions that are not life-threatening?	<p>For conditions that require rapid intervention to prevent deterioration of your state of mind and jeopardize your safety, if left untreated, call 1-866-503-3158.</p> <p><b><u>Note:</u> Effective October 1, New Directions will retain this Magellan Health Customer Service phone number.</b></p>
Who should I call for emergency care for life-threatening conditions?	You should seek help at the nearest emergency room or call 911.
<b>ID Cards</b>	
Will I receive a separate ID card for my behavioral health benefits?	No. Before October 1st, you will receive a new Blue Cross ID card that will reflect your medical, behavioral health and substance abuse benefits.
Who should I contact if I do not receive my new ID card?	Call Blue Cross Customer Service at 1-800-843-4876.