Behavioral health coverage

Care for your mind and your body
All Blue Care Network members are covered for behavioral health services, including mental health or substance abuse care. Also covered are other types of conditions that cause emotional or mental distress such as life adjustment issues, depression and alcoholism.

In an emergency
If you need emergency care for a life-threatening condition, seek help at the nearest emergency room or call 911.

For urgent care
Care managers can arrange care for urgent conditions that require same-day intervention, but aren’t emergencies. For immediate help, call the mental health number on the back of your ID card 24 hours a day, seven days a week. You don’t need to go through your primary care physician.

Service is confidential
Rest assured that your personal health information, including discussions you have with the care manager, is confidential.

Call on a care manager
For non-life-threatening urgent situations, BCN care managers are available 24 hours a day, seven days a week. For routine care issues, you can reach a care manager from 8 a.m. to 5 p.m. Monday through Friday at 1-800-482-5982. TTY users call 711. You don’t need a referral from your primary care physician. A care manager will evaluate your needs and arrange for the appropriate services.

Getting care out of network
If you’re receiving treatment from a behavioral health professional who’s not contracted with BCN, you or your health care provider must request continuity of care services from BCN’s Behavioral Health Services department (1-800-482-5982). BCN must approve the request for care to be covered. Keep in mind out-of-network treatment may result in higher out-of-pocket costs. To find a behavioral health specialist by last name or location and review details about his or her practice, go to bcbsm.com/find-a-doctor.

Questions?
If you have questions about behavioral health services, call the Customer Service number on the back of your member ID card (TTY: 711).
Blue Care Network of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación de miembro.

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك باللُّغة العربية.

اتصل برقم الهاتف الظاهرة على الجهة الخلفية لبطاقة العضوية الخاصة بك.