

Blue Care Network behavioral health coverage

FYI

FOR YOUR INFORMATION

EDUCATE

ENGAGE

EMPOWER

Care for your mind and your body

All BCN members have behavioral health benefits for mental health and substance use disorders.

Behavioral health problems can range from the worries we experience as part of everyday life to serious long-term conditions. Examples of these include depression, anxiety, isolation, young adult pressures, family or relationship issues, and alcohol or drug use.

In an emergency

If you need emergency care for a life-threatening condition, go to your closest emergency room or call 911.

Behavioral care managers are a phone call away

Behavioral health clinicians are available for routine assistance from 8 a.m. to 5 p.m. Monday through Friday. You don't need a referral from your PCP. However, you must be seen by a provider in your plan's network.

For urgent concerns after hours, call the behavioral health care line 24 hours a day, seven days a week to speak to a clinician.

1-800-482-5982 (TTY: 711)

Service is confidential

Any discussions you have with our behavioral care clinicians are confidential.

Getting care out of network

If you're receiving treatment from a behavioral health professional who's not part of the BCN network, you or your health care provider must request continuity of care services from us (**1-800-482-5982**). BCN must approve the request for care to be covered. 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, log in to your member account at bcbsm.com. Select *Doctors & Hospitals* in the navigation menu and then *Find a Doctor* from the drop-down menu; scroll down to *Find Care*. After selecting *Find Care*, enter your request in the search box.

Questions?

If you have questions about behavioral health services, call the Customer Service number on the back of your BCN member ID card. Representatives are available between 8 a.m. and 5:30 p.m. Monday through Friday.



The information included in this document doesn't apply to Medicare members.

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