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 BCN 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. Call the mental health number on the back of your BCN ID card.

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 Customer Service at the number on the back of your BCN ID card. Representatives are available between 8 a.m. and 5:30 p.m. Monday through Friday.