Primary care physicians and behavioral health professionals know that many of their patients present with both medical and behavioral health issues. Timely identification and treatment of coexisting medical conditions and behavioral health conditions (including both mental health and substance abuse) may lead to better outcomes and reduced costs.

The Blue Cross and Blue Shield of Illinois (BCBSIL) Behavioral Health program* helps you better serve your patients by improving coordination of care between their medical and behavioral health providers.

As part of Blue Care Connection (BCCSM),† the Behavioral Health program offers BCBSIL members a wide range of services, including:

- A Behavioral Health Member Services team that can help members find providers and can answer many questions about eligibility, benefits and more
- 24-hour assistance for members
- Information about inpatient and outpatient services (counseling, medication, testing and more)
- Inpatient, residential, partial hospitalization and outpatient behavioral health care management
- A case management program staffed by licensed clinicians who can provide support, help locate additional resources and coordinate member care if multiple providers are involved
- Referrals to other BCC and medical care management programs

* The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through BCBSIL. Some members may not have outpatient behavioral health care management. Members can check their benefit booklet, ask their group administrator or call Customer Service to verify that they have these services.

† BCC offers personal attention, resources and support that can help empower members to take charge of their health.
BlueCare Connection

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

BCBSIL’s licensed behavioral health professionals can help members by:

- Locating in-network behavioral health professionals, physicians and services
- Coordinating better management of their medical and behavioral health care, including better communication among providers
- Answering questions about their care and health plan benefits

Comorbidity between medical and mental health conditions is more common than many believe. In a national comorbidity survey, more than 68 percent of adults with a mental health condition reported having at least one general medical condition, and 29 percent of adults with a medical condition had a comorbid mental health condition.

Source: Robert Wood Johnson Foundation, Mental Disorders and Medical Comorbidity, February, 2011

Behavioral Health Benefits Preauthorization

Members are responsible for requesting benefits preauthorization from BCBSIL for some behavioral health services, including inpatient care, residential treatment, partial hospital admissions, outpatient electroconvulsive therapy (ECT), repetitive transcranial magnetic stimulation (rTMS), intensive outpatient programs (IOPs) and applied behavior analysis (ABA) treatment. Preauthorization is also required for psychological and neuropsychological testing in some cases, and BCBSIL will notify the provider if preauthorization is required for these services.

Preauthorization allows BCBSIL to evaluate if the requested services are covered and meet the medical necessity criteria under the member’s benefit plan. The process also helps BCBSIL to identify coexisting conditions, gaps in care, complex cases for behavioral health case management and/or opportunities for comanagement with medical case management.

To request preauthorization, members can call the Behavioral Health Member Services number on the back of their ID card. A behavioral health professional, physician, treatment facility or family member may request preauthorization on the member’s behalf, if authorized.

For additional information about the Behavioral Health program or BCC, please refer to the BCBSIL Provider Manual, contact BCBSIL Customer Service (visit bcbsil.com and select “Contact Us”) or call your BCBSIL professional provider network representative.