

BLUE CROSS BLUE SHIELD OF MASSACHUSETTS

MENTAL HEALTH AND SUBSTANCE ABUSE TREATMENT



All care must be pre-certified by
Blue Cross Blue Shield of Massachusetts

1-800-524-4010

MENTAL HEALTH AND SUBSTANCE ABUSE CARE

If a subscriber or covered dependent requires mental health or substance abuse treatment, you must call **Blue Cross Blue Shield of Massachusetts (BCBS) at 1-800-524-4010** prior to starting the treatment. You must call seven days prior to the start of care that is not an emergency. If emergency care is necessary, you must notify Blue Cross Blue Shield of Massachusetts within 48 hours following an emergency admission. If Blue Cross Blue Shield is closed, you must report the admission on the next business day.

After Blue Cross Blue Shield receives your notice, its specialists will decide if the care being proposed is necessary and appropriate for the patient's condition.

Blue Cross Blue Shield may conduct concurrent review and re-certify care as needed. When BCBS is notified or becomes aware of an admission after care has begun, concurrent review will begin immediately to determine whether the care is appropriate.

For inpatient care, there is a coinsurance per admission, as outlined in your Benefit Summary Plan; then benefits are paid at 100%. ***If you do not request pre-certification, benefits will not be paid.***

For outpatient care, there is a co-payment pay per visit, as outlined in your Benefit Summary Plan. Each enrolled member will be eligible for outpatient mental health and substance abuse services, if such visits are necessary and appropriate. ***If you do not request pre-certification, benefits will not be paid.***

If you have questions about Mental Health and Substance Abuse Care, please contact Blue Cross Blue Shield of Massachusetts Member Services at the telephone number listed on the back of your health plan ID card.