

## Blue Cross and Blue Shield of Texas (BCBSTX)

### 2020 Behavioral Health Overview



May 2020



- Behavioral Health Program Changes
  - BCBSTX
  - Magellan
  - HealthSelect
- Behavioral Health Care Management Program
  - Behavioral Health on bcbstx.com
  - BCBSTX Prior Authorization Process
  - Magellan Transition Notes
- Resources
  - Provider Finder
  - Quick Reference Guide (QRG)
  - Provider Manual
- Questions- Contact the Network Management office near you.

# Behavioral Health Program Changes

# Behavioral Health Program Changes



## BCBSTX administers Behavioral Health Services as of June 1, 2020

- Blue Essentials<sup>SM</sup>
- Blue Essentials Access<sup>SM</sup>
- Blue Premier<sup>SM</sup>
- Blue Premier Access<sup>SM</sup>

- ✓ Check benefits and eligibility using Availity<sup>®</sup> or your preferred vendor
- ✓ Call **1-800-528-7264** or the number listed on the back of the member ID card to obtain prior authorization, including number of visits and authorized dates
- ✓ Call **1-800-451-0287** for claims questions
- ✓ Send claims electronically – BCBSTX payor ID **84980**
- ✓ Mail claim to BCBSTX at P.O. Box 660044 Dallas, TX 75266-0044
- ✓ BCBSTX continues to administer Blue Choice PPO<sup>SM</sup> and Blue Cross Medicare Advantage (PPO)<sup>SM</sup>



## Magellan Healthcare® continues to administer Behavioral Health Services for:

- Blue Advantage HMO<sup>SM</sup>
- Blue Advantage Plus<sup>SM</sup> HMO
- MyBlue Health<sup>SM</sup>
- Blue Cross Medicare Advantage (HMO)<sup>SM</sup>
- Medicaid STAR, CHIP and STAR Kids
- HealthSelect of Texas® through 8/31/2020**

- ✓ To obtain benefits, eligibility and prior authorization including number of visits and authorized dates, claims questions call Magellan at **1-800-729-2422**
- ✓ Send claims electronically – Magellan payor ID **01260**
- ✓ Mail claims to: Magellan Behavioral Health Providers of Texas, Inc. Attn: Claims P.O. Box 1659  
Maryland Heights, MO 63043



## Effective Sept. 1, 2020 BCBSTX will begin administering Behavioral Health services for HealthSelect of Texas®

- ✓ Check benefits and eligibility using Availity® or your preferred vendor
- ✓ Call **1-800-528-7264** or the number listed on the back of the member ID card to obtain prior authorization, including number of visits and authorized dates
- ✓ Call **1-800-451-0287** for claims questions
- ✓ Send claims electronically – BCBSTX payor ID **84980**
- ✓ Mail claim to BCBSTX at P.O. Box 660044 Dallas, TX 75266-0044.

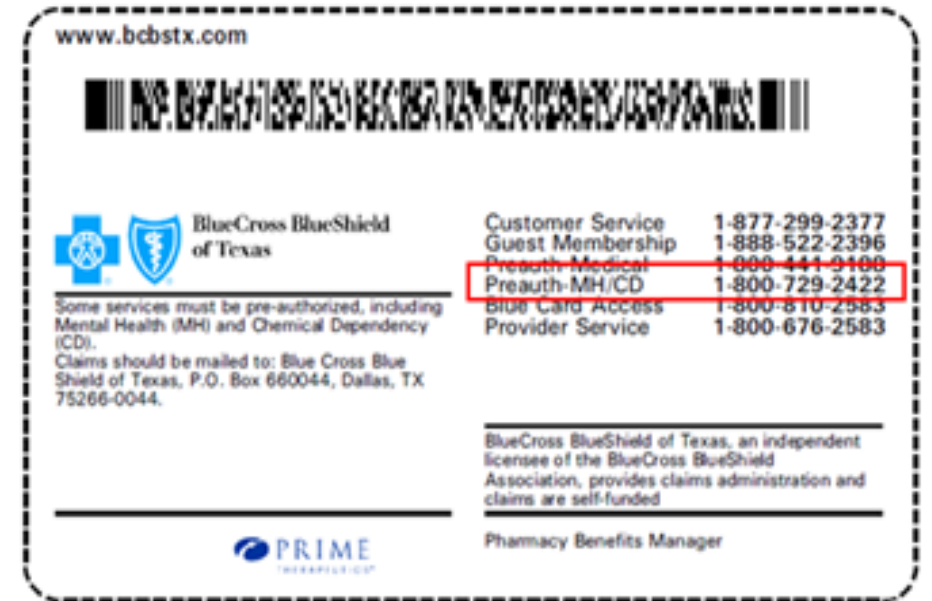
# ID Card Impact



BCBSTX



Magellan



## ID Card Samples

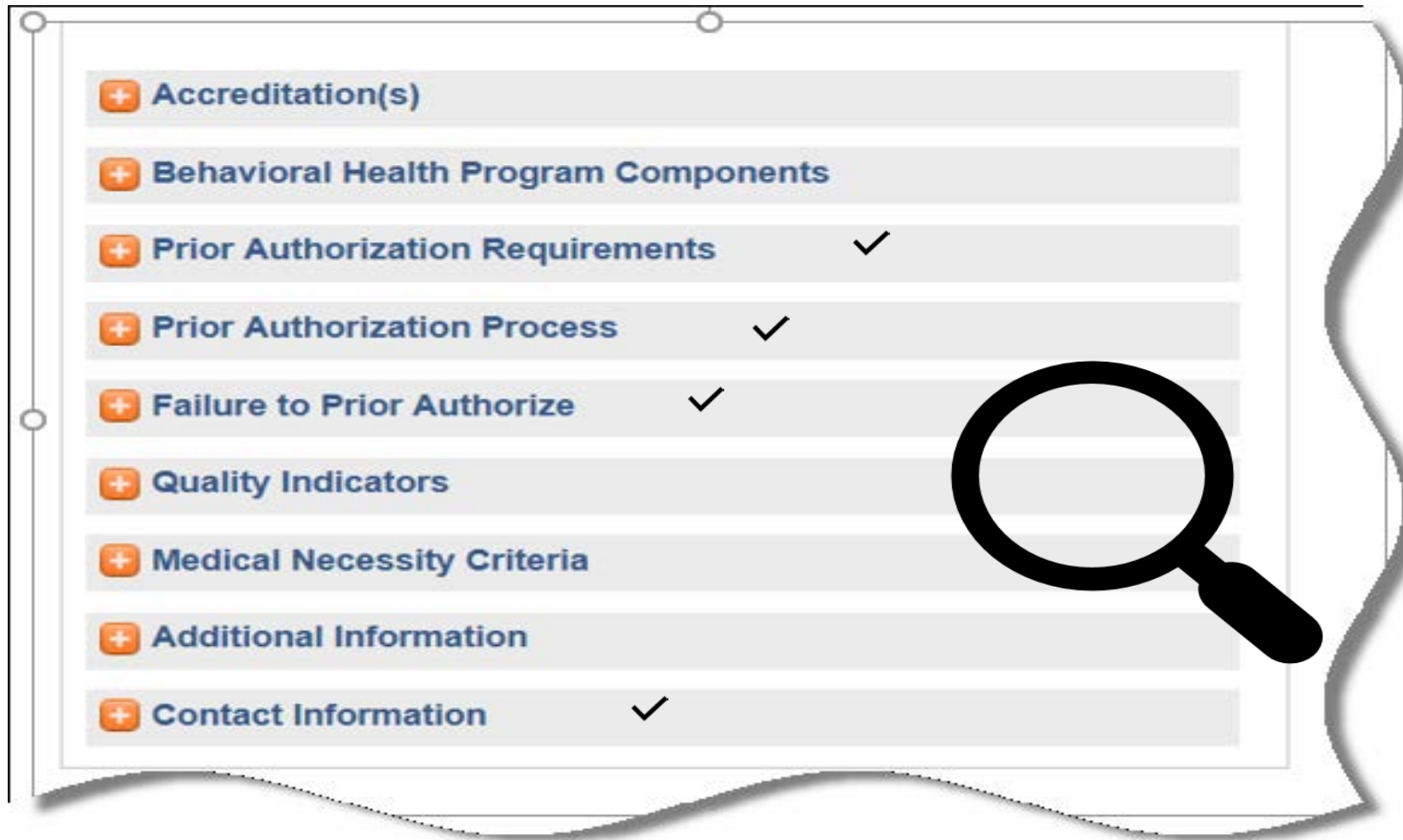
\*BCBSTX will comply with Federal and State regulations when determining whether a member, who may be considered a minor, has the ability to exercise privacy rights in his or her own capacity relative to protected health information, and under what circumstances.

# Behavioral Health Care Management Program





Select each topic below to access the resource directly on the [Behavioral Health Management](#) landing page:



# BCBSTX Prior Authorization Process



## 1. Know which procedure codes or diagnoses are impacted

- Codes will be published under [Prior Authorization & Predeterminations](#) on the BCBSTX website

## 2. Check Member/Patient Eligibility and Benefits

- Online using [Avality](#) or other vendor of choice (Experian Health, OneSource, etc.)
- By phone using IVR: **1-800-451-0287**

## 3. Request prior authorization:

- Online using [Avality Authorization & Referrals](#)
- Call the number on the back of the member's ID card

### Notes:

- The member, provider or PCP can obtain prior authorization for behavioral health services. Behavioral health providers need to confirm a prior authorization is obtained before services are rendering. If prior authorization is not obtained, the member cannot be billed.
- No Primary Care Provider (PCP) referrals are needed for behavioral health services.

# Magellan Transition Notes



After **6/1/2020** for Blue Essentials/Blue Premier members or **9/1/2020** for HealthSelect of Texas participants:

- Prior authorizations issued by Magellan will be honored by BCBSTX until the Magellan prior authorization's approved number of visits/services have been used. or the expiration date is exhausted or 90 days whichever comes first\*.
- Providers who did not sign the Blue Essentials or Blue Premier contract can continue to treat the member/participant for 90 days after the transition date, but must obtain a continuity of care authorization from BCBSTX Medical Management at **1-800-528-7264**.
- After the 90-day continuity of care authorization expires. Member/participant will need to utilize an in-network provider to receive in-network benefits. Member/participant that use an out-of-network provider may not have benefits and this will impact member's cost share.

It is important to check member/participant benefits for services that may require prior authorization using the [Availity Provider Portal](#) or your preferred vendor.

\*City of Austin has opted to allow 6 months

# Resources

# Behavioral Health Resource Tools



Click on each hyperlink below or copy URL into to the internet browser to access the resource directly:



[Availity Provider Portal](https://www.availity.com) - <https://www.availity.com>

[Availity Authorization & Referrals](https://www.bcbstx.com/provider/tools/availity-authorizations.html) - <https://www.bcbstx.com/provider/tools/availity-authorizations.html>

[Behavioral Health Management](https://www.bcbstx.com/provider/clinical/behavioral_health.html) - [https://www.bcbstx.com/provider/clinical/behavioral\\_health.html](https://www.bcbstx.com/provider/clinical/behavioral_health.html)

[BlueCard Program](https://www.bcbstx.com/provider/claims/bluecard.html) - <https://www.bcbstx.com/provider/claims/bluecard.html>

[Clinical Payment and Coding Policies](https://www.bcbstx.com/provider/standards/cpcp.html) - <https://www.bcbstx.com/provider/standards/cpcp.html>

[Electronic Commerce](https://www.bcbstx.com/provider/claims/edi_commerce.html) - [https://www.bcbstx.com/provider/claims/edi\\_commerce.html](https://www.bcbstx.com/provider/claims/edi_commerce.html)

- [Availity Revenue Cycle Management](https://www.availity.com/Revenue-Cycle-Management) - <https://www.availity.com/Revenue-Cycle-Management>
- [Electronic Data Interchange \(EDI\) Transactions](https://www.bcbstx.com/provider/claims/edi_transactions.html) - [https://www.bcbstx.com/provider/claims/edi\\_transactions.html](https://www.bcbstx.com/provider/claims/edi_transactions.html)
- [Electronic Funds Transfer \(EFT\) / Electronic Remittance Advice \(ERA\)](https://www.bcbstx.com/provider/claims/era.html) - <https://www.bcbstx.com/provider/claims/era.html>
- [Electronic Refund Management \(eRM\)](https://www.bcbstx.com/provider/tools/erm.html) - <https://www.bcbstx.com/provider/tools/erm.html>

[Fee Schedule Request](https://www.bcbstx.com/provider/gri/index.html) - <https://www.bcbstx.com/provider/gri/index.html>

[ID Card Samples](https://www.bcbstx.com/provider/training/id_card_samples.html) - [https://www.bcbstx.com/provider/training/id\\_card\\_samples.html](https://www.bcbstx.com/provider/training/id_card_samples.html)

[MDLIVE](https://www.mdlive.com/) - <https://www.mdlive.com/>

[Prior Authorization & Predeterminations](https://www.bcbstx.com/provider/clinical/preauthorization.html) - <https://www.bcbstx.com/provider/clinical/preauthorization.html>

[Provider Finder](https://www.bcbstx.com/find-a-doctor-or-hospital) - <https://www.bcbstx.com/find-a-doctor-or-hospital>

[Provider Manuals](https://www.bcbstx.com/provider/gri/manuals.html) - <https://www.bcbstx.com/provider/gri/manuals.html>

[Quick Reference Guide](https://www.bcbstx.com/provider/training/product_group_ref.html) - [https://www.bcbstx.com/provider/training/product\\_group\\_ref.html](https://www.bcbstx.com/provider/training/product_group_ref.html)

[Telemedicine and Telehealth Services](https://www.bcbstx.com/provider/clinical/tele_services.html) - [https://www.bcbstx.com/provider/clinical/tele\\_services.html](https://www.bcbstx.com/provider/clinical/tele_services.html)

Availity® is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX.

# Questions