

# MENTAL HEALTH INTEGRATION FREQUENTLY ASKED QUESTIONS

## What is changing?

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Effective September 1, 2020, Blue Cross and Blue Shield of Texas (BCBSTX) will manage mental health benefits for HealthSelect<sup>SM</sup> participants, replacing Magellan Healthcare<sup>®</sup>. This means that BCBSTX will handle your benefits for mental health and substance use services. Most providers who were in-network for Magellan will also be in the HealthSelect network.

## Why is the plan making this change?

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With this change, BCBSTX can better help you take care of your physical and mental health. You'll have just one company to call for medical and mental health benefits questions and one website to visit to view your claims by signing in to Blue Access for Members<sup>SM</sup> at [www.healthselectoftexas.com](http://www.healthselectoftexas.com). You may also have access to additional HealthSelect providers who were not previously in the Magellan network.

## Do any of my mental health benefits change?

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Your benefits will not change. The deductibles, copays, coinsurance and eligible services for mental health and substance use remain the same.

## How will I know if my preferred provider is still in-network?

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Most providers who were in-network for Magellan will also be in the HealthSelect network. Mental health providers will continue to be added to the HealthSelect network over the coming months, so check Provider Finder<sup>®</sup> or call a BCBSTX Personal Health Assistant for the most up-to-date information on network status.

To check if a provider is in the HealthSelect network, log in to Blue Access for Members<sup>SM</sup>. Click "Doctors & Hospitals," then "Find a Doctor." This will redirect you to Provider Finder, where you can search for the most up-to-date information on in-network providers, including the anticipated cancellation dates for providers who are not currently in the HealthSelect network, and effective dates for new providers.

## Can I keep my current mental health provider?

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If you or your covered dependent(s) are currently seeing a mental health provider who will remain in-network, you can continue to see your in-network mental health provider at the same benefits and coverage you have now. You don't need to do anything.

## What do I do if my current in-network mental health provider will no longer be in the HealthSelect network after September 1, 2020?

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BCBSTX has been notifying providers of the change and directing them through the contracting process to join the HealthSelect network. Most of the current Magellan providers are already in the HealthSelect network or are expected to join by September 1. As a HealthSelect participant, you will have greater access to care with this transition. There are roughly 10,000 providers in the HealthSelect network who were not previously contracted with Magellan. This more than doubles the number of mental health providers in the network.

**If you or a covered dependent are currently seeing an in-network mental health provider for outpatient office visits (counseling, therapy, psychiatric care, etc.), and your provider will no longer be in the HealthSelect network after September 1, your HealthSelect plan offers a 90-day grace period. This means that from September 1, 2020 through November 30, 2020, your claims for covered services with the out-of-network provider will continue to be paid at the in-network benefit level. You do not have to request this grace period; it is provided to you automatically. To get the most of your benefits and keep your out-of-pocket costs lower, you are encouraged to find an in-network provider during this 90-day grace period. Call a BCBSTX Personal Health Assistant if you have questions or need help finding an in-network provider.**

**If you or a covered dependent have an active prior authorization for treatment of mental illness with an in-network provider who will not be in the HealthSelect network after September 1,** you will be able to continue care at the in-network benefit level for a period of time. Any prior authorizations on file with Magellan that extend beyond September 1, 2020 will transfer to BCBSTX. This means that your claims for covered services with the out-of-network provider will continue to be paid at the in-network benefit level through November 30, 2020 or the authorization end date, whichever comes first. You do not have to request this extension; it is provided to you automatically.

If you or your provider think you need to continue treatment longer than the initially approved transition of care period with your out-of-network provider, you should complete a *Mental Health Transition of Care request form*. You can download the form from the “*Medical Benefits*” tab under “*Referrals and Prior Authorizations*” at [www.healthselectoftexas.com](http://www.healthselectoftexas.com). To approve your request, it may be necessary for BCBSTX to request information from your provider(s). Transition of care benefits for covered services will be determined by BCBSTX.

Of course, if you would still prefer to see your current mental health provider, even if he or she is not in-network, you may do so and still get coverage, but you will pay more for the services you get. Call a BCBSTX Personal Health Assistant if you have questions or need help finding an in-network provider.

## **My covered dependent is receiving Applied Behavior Analysis therapy. What is my health plan doing to make sure there is no disruption in my care?**

BCBSTX will begin managing your Applied Behavior Analysis (ABA) therapy benefits on September 1, 2020. To help ensure there is no disruption in your care, Magellan and BCBSTX are working together to extend your current prior authorization for ABA therapy.

BCBSTX will reach out to all ABA therapy providers, both in-network and out-of-network, to make them aware of the transition and explain the process for submitting forms and medical records to request approval of additional visits past the 90-day transition period for continued medically necessary care.

All participants currently getting ABA therapy under Magellan will get a letter in July with more information. If the participant(s) getting ABA therapy is seeing any other mental health care providers who may not be in the HealthSelect network after September 1, the letter will also include information about those providers.

## **Can I nominate a provider who has not joined the HealthSelect network by September 1, 2020?**

If your provider is not in the HealthSelect network by September 1, you can submit a mental health provider nomination form, which can be found on the HealthSelect website on the “*Publications and Forms*” page.

## **Will I get a new medical ID card?**

Yes. All HealthSelect participants will receive new BCBSTX medical ID cards with updated information. You should get your new medical ID card in August. When you get your new card, be sure to show it to your providers for any services you have on or after September 1.

For additional information, visit the “*Mental Health*” page under the “*Medical Benefits*” tab at [www.healthselectoftexas.com](http://www.healthselectoftexas.com).

If you have any questions about your mental health benefits, call a BCBSTX Personal Health Assistant toll-free at **(800) 252-8039**, Monday - Friday 7 a.m. - 7 p.m. and Saturday 7 a.m. - 3 p.m. CT