



# HealthSelect<sup>®</sup> of Texas<sup>®</sup>

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**HealthSelect<sup>SM</sup>**

## HealthSelect<sup>SM</sup> Mental Health Benefits Update





# 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 all HealthSelect participants, replacing Magellan Healthcare<sup>®</sup>.

- Most Magellan providers will also be in the HealthSelect network
- 10,000 new mental health providers added





# Why is the plan making this change?

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## Streamlined coverage and claims processing

- One company to call for medical and mental health benefits questions
- One website to visit to view all claims

[www.healthselectoftexas.com](http://www.healthselectoftexas.com)







# Do any of my mental health benefits change?

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Mental health benefits will not change.

- No change to deductibles, copays, coinsurance
- No change to eligible services for mental health and substance use





# Can I keep my current mental health provider?

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## Providers continue to be added

Check if a provider is in the HealthSelect network in Provider Finder<sup>®</sup> or call a BCBSTX Personal Health Assistant





# What if my provider is no longer in-network?

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- If your current Magellan mental health provider will no longer be in the HealthSelect network after September 1, your HealthSelect plan offers a 90-day grace period
- Select a new provider to get in-network benefits







# What if my provider is no longer in-network?

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Prior authorizations on file with Magellan that extend beyond September 1, 2020, will transfer to BCBSTX.

- 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



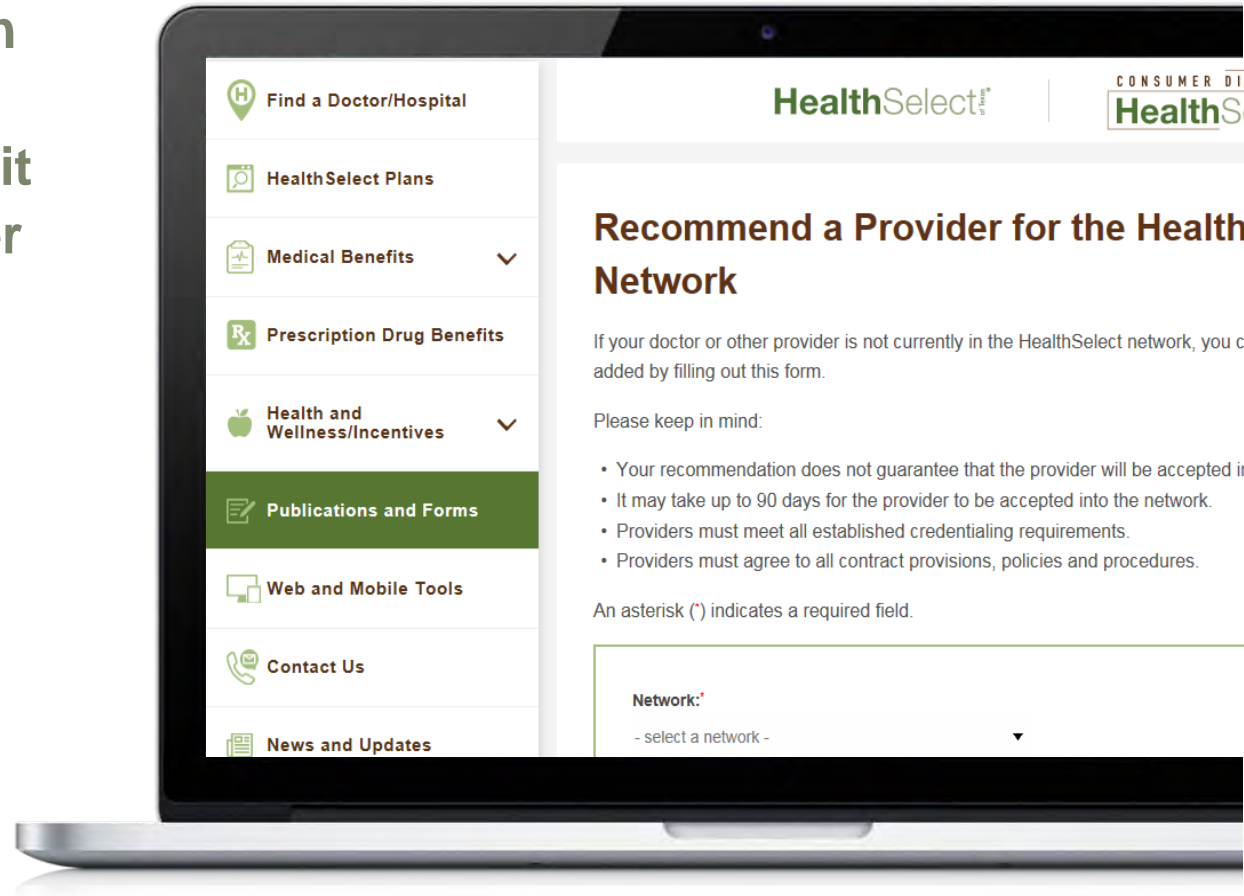


# Can I nominate an out-of-network provider?

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If your provider is not in the HealthSelect network, you can submit a mental health provider nomination form.







# Mental Health Virtual Visits

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- Mental health Virtual Visits are conducted online via video conference through Doctor on Demand<sup>®</sup> or MDLIVE<sup>®</sup>
- Benefits apply based on the mental health in-office visit benefit
- Appointments must be made in advance
- Psychiatrists are able to prescribe medication, if appropriate





# BCBSTX Personal Health Assistants

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## A BCBSTX Personal Health Assistant can:

- Help you find a primary care provider (PCP) or other in-network providers
- Assist you in the use of self-service tools, including Provider Finder
- Help connect you to other useful resources

Call toll-free: **(800) 252-8039**  
Monday–Friday: 7 a.m. - 7 p.m.  
Saturday: 7 a.m. - 3 p.m. CT



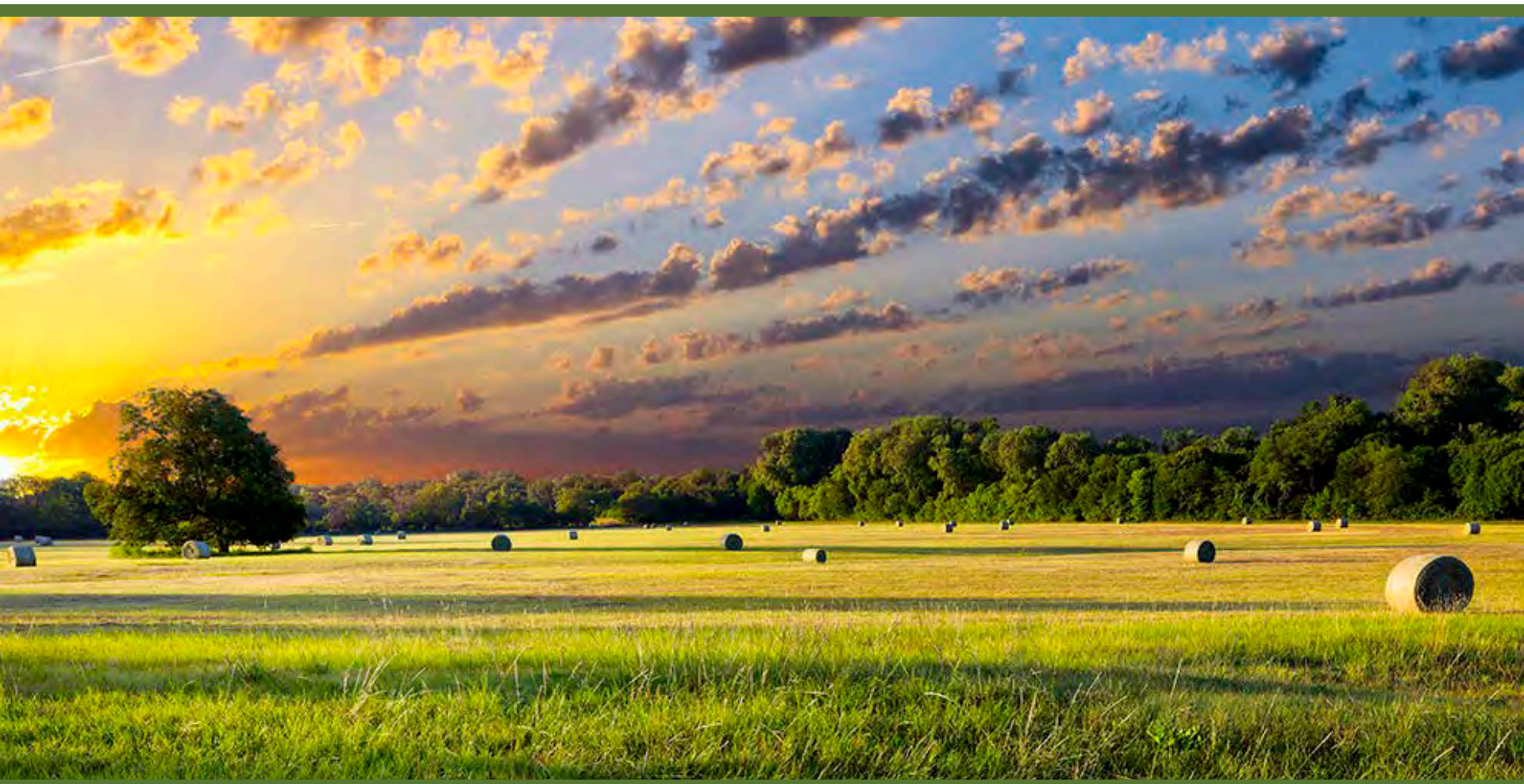




# Thank you

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# Disclosures

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Until the contract ends, Blue Cross and Blue Shield of Texas will continue to contract with Magellan Behavioral Health, Inc. (“Magellan”), an independent company administering BCBSTX managed mental health program.

In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE and Doctor On Demand doctors do not take the place of your primary care doctor. Internet/ Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider’s plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Medical Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. The telemedicine services made available through Doctor On Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as “Doctor On Demand Professionals.” These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services.

MDLIVE and Doctor On Demand operate subject to state regulations and may not be available in certain states. MDLIVE and Doctor On Demand are not insurance products nor prescription fulfillment warehouses. MDLIVE and Doctor On Demand do not guarantee that a prescription will be written. MDLIVE and Doctor On Demand do not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE and Doctor On Demand physicians reserve the right to deny care for potential misuse of services.

MDLIVE is a separate company that operates and administers the Virtual Visits program for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

Doctor On Demand is an independent company that operates and administers the Virtual Visit program for Blue Cross and Blue Shield of Texas. Doctor On Demand is solely responsible for its operations and for those of its contracted providers.

Internet/ Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider’s plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation. Medical Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. The telemedicine services made available through Doctor On Demand are provided by licensed physicians practicing within a group of independently owned professional practices collectively known as “Doctor On Demand Professionals.” These professional practices provide services via the Doctor On Demand telehealth platform. Doctor On Demand, Inc. does not itself provide any physician, mental health or other healthcare provider services.

Blue Cross and Blue Shield of Texas is the third-party administrator for HealthSelect of Texas® and Consumer Directed HealthSelect<sup>SM</sup>.

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