Behavioral Health
Support for a Healthy Mind and Body

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 behavioral health (mental health and substance abuse) and medical conditions can lead to better overall outcomes and reduced costs over time.

Blue Cross and Blue Shield of New Mexico (BCBSNM) helps you to better serve your patients through the Behavioral Health program*, which can help your patients access benefits and services and improve coordination of care between members’ medical and behavioral health providers.

As part of Blue Care Connection® (BCC)**, the Behavioral Health program offers members a full range of services, including:

- Behavioral Health Member Services team that can help members find the right providers and answer questions about eligibility, benefits and more
- 24-hour assistance for member needs
- Inpatient and outpatient services (counseling, medication, testing and more)
- Inpatient, partial hospitalization and outpatient behavioral health care management
- 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 BCBSNM. 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 empower members to take charge of their health.

Between 70 to 90 percent of people who get treatment have major reduction of symptoms and better quality of life.

Source: National Alliance on Mental Illness, 2013

bcbsnm.com
Comorbidity between medical and mental health conditions is the rule rather than the exception. In a national comorbidity survey, a representative epidemiological survey, more than 68 percent of adults with a mental disorder reported having at least one general medical disorder, and 29 percent of those with a medical disorder had a comorbid mental health condition.

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

Behavioral Health Program

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

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

To request preauthorization, members can call the Behavioral Health Member Service 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.

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