



BEHAVIORAL HEALTH

Helping students reach their potential

The Behavioral Health program from Blue Cross and Blue Shield of Illinois (BCBSIL) engages members across the care continuum – from short-term life events to serious mental illness and substance use disorders.

Our licensed behavioral health clinicians can help students overcome barriers to achieving treatment goals and discover healthier versions of themselves.

A guiding hand through challenging situations

Most people struggle with a mental health disorder at some point in their lifetime.¹ Our case management program targets common behavioral health conditions for outreach and engagement, whether members need help adjusting to a life event or require more intensive intervention.

Compassionate, attentive case managers help students understand their condition and locate resources that can help support their treatment plan with the goal of improving their medical, financial, emotional, physical and social well-being.

Making a difference for students with distinct needs

Some behavioral health conditions require a specialized approach due to their complexity and sensitive nature. BCBSIL has established programs to effectively address the challenges inherent in managing these disorders.

- The autism response team assists students in planning an appropriate course of treatment for an autism spectrum disorder diagnosis.
- The eating disorder care team is comprised of BCBSIL behavioral health clinicians with expertise in treating anorexia, bulimia and binge-eating disorders. The team provides education and support to students with these conditions and engages with outside experts and treatment facilities for care planning and extended support.
- The opioid and substance use initiative identifies potential substance misuse to uncover opportunities for outreach and coordination of care.

Promoting effective treatment

Behavioral health treatment plans can be complex, expensive and subject to fraud, waste and abuse.

Our utilization management processes help ensure both inpatient and outpatient behavioral health services are clinically appropriate and likely to contribute to successful outcomes.²

By delivering proactive management programs through the complete continuum of care, our clinical operations staff can positively impact a wider range of behavioral health outcomes and costs.

Easy access to care and support

Your students have access to a nationwide network of more than 430,000 behavioral health professionals and treatment facilities³ through Provider Finder® at bcbsil.com.

Students and providers can also call the Behavioral Health number on the back of the member ID card for preauthorization and other questions. Behavioral health clinicians are available 24/7 for urgent issues.

Clear outcomes and savings

Upgraded reporting clarifies the value of behavioral health programs and enhancements, demonstrating results for inpatient and outpatient utilization management, care coordination and early intervention.

Information-driven approach to opioid and substance use

BCBSIL is modernizing management of substance use disorders to drive cost savings and overall health improvements. Data from medical and behavioral providers, hospitals, pharmacy transactions and lab results identifies members at high risk for addiction, so clinicians from our multidisciplinary team can help them get effective care.



To learn how the AcademicBlue behavioral health program can support your students, contact your AcademicBlue representative.

The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through BCBSIL. Some plans may not include outpatient behavioral health care management. Information members may receive from the program does not replace the care of a physician. Members are encouraged to share any concerns they may have with their behavioral health professional or physician.

1 Centers for Disease Control and Prevention. <https://www.cdc.gov/mentalhealth/learn/index.htm>

2 Preauthorization is required for some behavioral health services, including inpatient care, residential treatment, partial hospital admissions, intensive outpatient programs (IOPs), applied behavior analysis (ABA) treatment, outpatient electroconvulsive therapy (ECT) and repetitive transcranial magnetic stimulation (rTMS).

3 Applies to PPO plans with BlueCard® access.

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Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. To get help and information in your language at no cost, please call us at 855-710-6984.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-710-6984 (TTY: 711).
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 855-710-6984 (TTY: 711).