

# Behavioral Health Case Management



Behavioral health conditions can be difficult to identify. If you or a family member are struggling with a condition, we're here to help with education, resources, and case management programs.

## Behavioral Health Case Management Quick Facts

- It's available at no additional cost
- It's accessible from the comfort of your own home
- The case manager calls are scheduled at times convenient for you

## How to enroll

To find out if you're eligible for the behavioral health case management program, call **1-888-663-8970**. Our representatives are available Monday through Thursday, 8:30 a.m. to 8:00 p.m. and Friday 8:30 a.m. to 4:30 p.m. EST.

Our case management programs are designed to help you with behavioral health or substance use conditions, in addition to the care you receive from your doctor. Our behavioral health case manager collaborates with your provider to make sure you get the care that you need—and that it's cost-effective. We can also help you and your family manage complex situations that are associated with behavioral health conditions. A behavioral health case manager will connect with you to complete an assessment and establish goals to improve your condition.

## How does the Behavioral Health Case Management program work?

Our Behavioral Health Case Management program has four parts:

### 1. Continuity of Care Program.

After a discharge from a behavioral health inpatient facility, one of our behavioral health case managers will reach out to make sure the aftercare plan instructions are clear. Walking through the discharge plan together may reduce the risk of being readmitted to the hospital.

### 2. Complex Behavioral Case Management Program.

This program provides ongoing support and helps manage chronic behavioral health conditions.

### 3. Depression Case Management Program.

For those that have been diagnosed with depression, this program provides educational resources to help manage symptoms.

### 4. Substance Use Program.

This program is designed for those who are recovering from a drug or alcohol use disorder. We collaborate with inpatient facilities in Massachusetts to help members maintain recovery, identify any barriers or gaps in care, provide education about the disease and treatment options, and offer support in following a treatment plan.

## Who qualifies for these programs?

Our Behavioral Health Case Management programs are designed for members with very specific needs. We identify and reach out to those members who may benefit from one of these programs. We are also available to talk with members who want to enroll in a behavioral health program or simply get more information.

If you're identified for a program—by us or your doctor—we will send you a welcome letter or call you.

## How can you seek treatment?

First, talk with your primary care doctor about behavioral health services. A referral isn't required, but your doctor can help determine if you have a behavioral health condition and if you need to see a specialist. Your doctor can also refer you to a specialist and collaborate with him or her on your care.

## Questions?

If you have questions about your coverage or finding a behavioral health provider, call us at the number on the front of your Member ID card or visit Member Central at [www.bluecrossma.com/membercentral](http://www.bluecrossma.com/membercentral).

## **Nondiscrimination Notice & Translation Resources**

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**ATTENTION:** If you don't speak English, language assistance services, free of charge, are available to you. Call Member Services at the number on your ID Card (TTY: 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

**ATENÇÃO:** Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).