

Date: November 2011

Subject: Change in Blue Shield's mental health service administrator (MHSA)
Effective January 1, 2012

Document: Questions and Answers for Blue Shield 65 Plus HMO Members

Background

As of January 1, 2012, a new mental health service administrator (MHSA) team will assume responsibility for arranging administrative services and providing a behavioral health provider network to Blue Shield 65 PlusSM members.*

The new MHSA team will provide the same administrative services you are accustomed to receiving from the current MHSA team. **Beginning January 1, 2012, just call the new MHSA team at (877) 263-9952 [TTY: (800) 464-6004]**, Monday through Friday, 8 a.m. to 5 p.m., for assistance. You can contact them to request authorizations, find a network provider, receive help with your claims, and ask any questions you may have about your behavioral health care.

You will notice that the phone number for reaching Customer Service at the current MHSA before January 1 is the same one you will use to contact the new MHSA after January 1, 2012. We kept that phone number the same for your convenience. Only the TTY number will change on January 1, 2012.

Behavioral health benefits and services

1. Does this change affect my behavioral health benefits?

No. Your behavioral health benefits will continue to be provided by Blue Shield 65 Plus. This change will, however, mean that a different team will be handling arrangements for your care and claims when you access behavioral health care. It will also affect the behavioral health provider network that will be available to you.

2. Who do I contact now through December 31, 2011 with questions about current behavioral health care claims or services?

If you have questions about accessing care that will take place **now through December 31, 2011, call Blue Shield's current MHSA team at (877) 263-9952 [TTY: (877) 329-1669]**, Monday through Friday, 8 a.m. to 5 p.m., for assistance.

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*Pending regulatory approval

3. Who do I contact on or after January 1, 2012 with questions about behavioral health care claims or services?

Beginning January 1, 2012, you can call the new MHSA team at (877) 263-9952 [TTY: (800) 464-6004], Monday through Friday, 8 a.m. to 5 p.m., for assistance.

Provider Network

4. How do I know if my current behavioral health provider will be in the new MHSA network?

You may want to consider asking your current behavioral health provider whether he or she will participate in the new MHSA provider network that becomes effective January 1, 2012 for Blue Shield members.

If your provider is not yet in the new MHSA network but desires to join the new MHSA network, the provider can contact the new MHSA team at **(800) 430-0535, option 4, to ask about joining the network.**

5. What if I want to continue seeing my provider for outpatient services even though he or she does not plan to join the new MHSA provider network?

If your current provider does not join the new MHSA's provider network by January 1, 2012, you will automatically have a 60-day transition period for outpatient office visits, from January 1 to March 1, 2012, during which you can find and transition to a new behavioral health services provider in the new MHSA provider network. During the transition period from January 1 to March 1, 2012, you can continue seeing your current provider in his or her office and receive benefits at the in-network level of coverage while you are looking for a different behavioral health provider in the new MHSA network.

6. How do I find a new provider in the new MHSA network?

Starting January 1, 2012, you can look for a new provider (should you need to do so) by going online to blueshieldca.com or by calling the new MHSA network.

Beginning January 1, 2012, to find a provider at blueshieldca.com, follow these steps:

- Go to blueshieldca.com, Blue Shield's web site.
- After you log on as a member, click on the "Find a Provider" tab
- Put a check next to "Doctors"
- Click on "Advanced Search"
- Then click on "Mental Health Caregivers" from the list on the left side of the screen under "Types."

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Beginning January 1, 2012, if you want to call the new MHSA team to ask for help finding a provider in the new MHSA network, follow these steps:

- **Call the new MHSA team at (877) 263-9952 [TTY: (800) 424-6004],**
Monday through Friday, 8 a.m. to 5 p.m., for assistance.

7. What if I'm receiving outpatient behavioral health services at the time of the transition, and my provider is already part of the new MHSA network? Do I need to do anything?

If your current behavioral health care provider is already in the new MHSA's provider network, he or she can work directly with the new MHSA to obtain any additional authorizations needed for your care.

8. What if I or one of my dependents is receiving inpatient behavioral health care at the time of the January 1, 2012 transition?

If you or any of your dependents are receiving inpatient behavioral health services at the time of the transition, your current MHSA team and the new MHSA team will coordinate efforts to ensure that the member who is receiving inpatient treatment is individually transitioned according to his or her clinically appropriate level of care.

LifeReferrals 24/7

9. Can my dependents and I still access LifeReferrals 24/7 services after January 1, 2012?

If your plan includes access to LifeReferrals 24/7SM, then **beginning January 1, 2012 you can call the new MHSA team at (800) 985-2405 [TTY: (800) 424-6004]** Monday through Friday, 8 a.m. to 5 p.m., for assistance in accessing the services. You can also log on to blueshieldca.com and visit the Health & Wellness section to learn about available services.

10. What if I'm in the process of using my three visits to a counselor through the LifeReferrals 24/7 program at the time of the January 1, 2012 transition? Can I complete my allotted visits with the same counselor?

As part of the transition to the new MHSA team, the LifeReferrals 24/7 three-visit count will start over on January 1, 2012. This means that if you have completed two of the three visits by December 31, 2011, your three-visit maximum will start over on January 1, 2012. If the clinician or specialist you are seeing for the three visits is part of the new MHSA network, you can continue with that provider.

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If the clinician or specialist you are seeing through LifeReferrals 24/7 is not in the new MHSA network, you will need to contact the new MHSA team **after January 1, 2012 at (800) 985-2405 [TTY: (800) 424-6004]**, Monday through Friday, 8 a.m. to 5 p.m., so they will assist you in finding a new network clinician or specialist.

11. Who should I contact with questions about accessing LifeReferrals 24/7 services now through December 31, 2011?

If you have any questions about LifeReferrals 24/7 resources or services that will take place **now through December 31, 2011**, you can contact the current MHSA team at **(800) 985-2405 [TTY: (800) 329-1669]**, 8 a.m. to 5 p.m., Monday through Friday.

The phone number for reaching the new MHSA about LifeReferrals 24/7 will remain **(800) 985-2405** after January 1, 2012, as well. Only the TTY number will change to [TTY: (800) 424-6004].

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