

How to Obtain Mental Health Services

Sample BlueCard ID card

Step 1: understanding your insurance identification card

- Medical network: name of health care provider network
- Member: person eligible for covered services
- Identification #: verify eligibility
- Group #: plan benefits
- Phone #: for questions (on the back of card)

BlueCross BlueShield of Geography	
Member Name	
Member ID	XYZ123456789
Group No.	023457
BIN	987654
Benefit Plan	HIOPT
Effective Date	00/00/00
Plan Code	123
Dependents	
Dependent One	
Dependent Two	
Dependent Three	
Plan	PPO
Office Visit	\$15
Specialist Copay	\$15
Emergency	\$75
Deductible	\$50

Step 2: Call behavioral health or customer service # on the back of card

- Ask questions such as:
 - Deductible amount
 - Co-pay
 - # sessions/year
 - Pre-authorization for referral
 - Website to search for therapist

HorizonBlue.com	
Hospitals or Providers:	Member Services: 1-800-414-7427
File claims with local Blue Cross and/or Blue Shield Plan.	Provider Locator: 1-800-810-2583
Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association.	Behavioral Health Services: 1-800-991-5579
Out of state benefits are only available from a BlueCard PPO network provider.	24/7 Nurse Line: 1-866-901-7477
Horizon BCBSNJ provides administrative services only and does not assume any financial risk for claims.	Prior Authorization: 1-800-664-2583
	Advanced Radiology (CCN): 1-866-496-6200
	Wellness Program: NJ.gov/njwell

Step 3: Be aware of different types of benefits

- In-network: within in your plan
- Out of network: not within your plan (private pay/out of pocket)

Step 4: Utilize your health insurance provider website to search for in-network providers

- Tips for searching:
 - Search by location
 - Determine if currently accepting new patients
 - Record name and phone #s for at least 3 therapists
 - Call therapist

Contacting counselor:

Call counselor (you may need to leave a message)

Script: "I have been feeling (describes symptoms) and it is affecting me (list areas where you are experiencing difficulties). Mention specific concerns and ask if any openings to meet with new client. Inquire about experience with your type of concern. If the counselor has no openings, ask for name of another clinician they recommend.

For Mass Health psychiatry: Boston Emergency Services Team 1-800-981-4357

The process:

1. Walk-in clinic at 85 East Newton Street in Boston, Monday-Friday 9am-9pm (no appointment needed)
2. Meet with social worker for assessment, during walk-in hours
3. Social worker will refer you to a psychiatrist for urgent psycho-pharmacology evaluation
4. Psycho-pharmacology evaluation takes place 1-2 weeks following your social work assessment

Health insurance: all Mass Health plans accepted, need to call if you have another health insurance carrier (Blue Cross Blue Shield and many university plans not accepted)

Additional websites to search for treatment providers:

www.psychologytoday.com

www.helppro.com/HP/BasicSearch.aspx

www.goodtherapy.org

www.zocdocs.com

Additional Resources:

Homeless Shelter:

<https://www.homelessshelterdirectory.org/cgi-bin/id/city.cgi?city=Boston&state=MA>

Food Bank:

<https://www.gbfb.org/>

Psychiatric Disabilities:

[Massachusetts Rehabilitation Commission | Mass.gov](http://MassachusettsRehabilitationCommission.Mass.gov)

www.mass.gov/vocational-rehabilitation