

On January 1, 2022 Capital Blue Cross will become your behavioral health services administrator.

What this means to you.

If you or a dependent are currently receiving behavioral health services, you should consider the following:

- Ask your provider's office if it is in the Capital Blue Cross network.
 - If your provider is out-of-network, call the number on your ID card to discuss continuing your care (also called continuity of care benefits) with your current provider until you find an in-network provider.
 - You also can find in-network providers at CapitalBlueCross.com or call us directly at the number on your ID card (TTY: 711).
- If you have an existing preauthorization from your current behavioral health administrator for services, you will need to obtain a new preauthorization from Capital Blue Cross if you want to continue those services after January 1. Your provider will need to request that through Capital Blue Cross' behavioral health services on or after January 1.
- If you participate in a care management program through your current behavioral health administrator, please call 800.216.9748 on or after January 1 to discuss transitioning to our program.
- Please submit a member authorization form (MAF) to Capital Blue Cross if you'd like to authorize access to member information to parents, guardians, or providers. You will need to do this even if you have an MAF with your current behavioral health administrator. Call the Member Services number on your ID card to get an MAF.
- Referrals are not needed from your primary care physician for certain outpatient behavioral health services. Call the Member Services number on your ID card on or after January 1 to find out what services do not need referrals.

Questions?

Call the Member Services number on your ID card.