



**BlueCross BlueShield  
of New Mexico**

# Behavioral Health Provider Training 2021



**Blue Cross Community  
Centennial<sup>SM</sup>**

# Behavioral Health Covered Services

The Integrated Behavioral Health Program includes:

- Care/Utilization Management for inpatient, outpatient, and partial hospitalization and residential behavioral health care
  - Condition Case Management (seven conditions) – depression, alcohol and substance abuse disorders, anxiety and panic disorders, bipolar disorders, eating disorders, schizophrenia and other psychotic disorders, and attention deficit and hyperactivity disorder
  - Intensive case management
  - Patient safety program
  - Peer support
- Available to all Blue Cross Community Centennial members
  - Team made up of Care Coordinators and Peer Support Specialists
  - BCBSNM works with New Mexico's Behavioral Health Collaborative
  - Behavioral health care management integrated into member medical care management program
  - More information for providers located in Provider Reference Manual under "Health Care Management"

# Identification of Substance Use Disorder and Serious Mental Illness

BCBSNM has internal Peer Support Specialists who can help engage members with complex needs.

- They use their lived experiences to help members meet their treatment goals and try to engage them in required treatment.
- They can help providers identify needed resources for members who struggle with Mental Health and Substance use needs.

BCBSNM also has Liaisons in all Psychiatric facilities. These Liaisons help facilities and members with discharge planning to identify gaps, barriers and resources.

They make sure appointments are set and help with any needed transportation. Their goal is to help members with a more successful discharge back to the community.

If you have identified a member who needs extra help with their mental and/or substance use needs, please contact BCBSNM Member Services at

**1-866-689-1523**,

and ask to speak to a Behavioral Health Coordinator or a Recovery Support Assistant.

# Behavioral Health Contacts

**BCBSNM Behavioral Health Network Representatives are organized by geographical region:**

For the most up to date list of Behavioral Health Provider Representative assignments, please visit <https://www.bcbsnm.com/pdf/network-contacts.pdf>

**BCBSNM Behavioral Health Contractors include:**

- Karen Hunt, 505-816-4239 [Karen\\_Hunt@bcbsnm.com](mailto:Karen_Hunt@bcbsnm.com)
- Carie Hieronymus, 505-816-4056 [Carie\\_Hieronymus@bcbsnm.com](mailto:Carie_Hieronymus@bcbsnm.com)
- Violet Bolanos 505-816-4235 [Violet\\_Bolanos@bcbsnm.com](mailto:Violet_Bolanos@bcbsnm.com)

## **Other Assistance:**

- **Availity** (eligibility, benefits, claims): 1-800-282-4548 or [www.availity.com](http://www.availity.com)
- **BCBSNM Centennial Behavioral Health Unit** (eligibility, benefits, claims, and pre-authorization): 1-877-232-5518
- **Case Management:** 1-877-232-5518



# Behavioral Health Rosters

- Provider groups are to use the HSD-approved roster template for provider additions, terminations, demographic, and location changes
- Rosters eliminate the need for separate provider applications
- Eligible Providers
  - Core Service Agencies (CSA)
  - Community Mental Health Centers (CMHC)
  - Supervisory Certification (including Supervisory Protocol and Bils4Nils)
  - Applied Behavior Analysis (ABA)
  - All other providers must complete and submit Provider Interest Form

Providers are to submit Behavioral Health Rosters to [NetworkRosterSubmission@bcbsnm.com](mailto:NetworkRosterSubmission@bcbsnm.com)

## Behavioral Health (BH) Roster Practitioners:

### Licensed Practitioners:

- Psychiatrist (MD, DO)
- Physician Assistant (supervised by BH physician)
- Psychologist (PhD, PsyD, EdD)
- CNP/CNS/RN
- Master's Level Social Workers (LISW/LCSW, LMSW)
- Counselors (LPCC, LMFT, LPAT, LMHC, LAMFT, LADAC, LSAA)

### Non-Licensed Practitioners

- Behavior Management Services Worker
- Certified Peer Specialist
- Community Support Worker

### Certified ABA Practitioners

- Board Certified Behavior Analyst (BCBA)
- Board Certified Assistant Behavior Analyst (BCaBA)
- Behavior Technicians (BCAT or RBT)

# Helpful Resources

## Case Status Checker

If you have completed a Provider Onboarding Form or a Behavioral Health Roster, you can check the status of your application by entering the case number you received in your confirmation email in our [Case Status Checker](#)

## Credentialing Status Checker

To check the status of your credentialing process, enter your NPI or license number in our [Credentialing Status Checker](#)

# Behavioral Health Prior Authorizations

- Emergent admissions require authorization; however *prior* authorization is not required.
- Non-emergent services require prior authorization, as defined in your Provider Reference Manual.

***Please note: Non-emergent services rendered by non-participating providers always require prior authorization.***

- **For requests that do not initially meet criteria:**
  - ✓ More documentation may be requested
  - ✓ A peer-to-peer discussion is offered between your doctor and our doctor.

For behavioral health authorization requests, please call:

- **Phone #1-877-232-5518**

For behavioral health requests for ABA, ECT, and Psychological Testing, please fax:

- **Fax #1-505-816-4902**