

Behavioral health coverage



Care for your mind as well as your body

All Blue Care Network members are covered for behavioral health services, including mental health or substance abuse care. Also covered are other types of conditions that cause emotional or mental distress such as life adjustment issues, depression and alcoholism.

Getting specialist care

If you are presently receiving treatment from a behavioral health professional not contracted with BCN, you or your health care provider must request continuity of care services by calling BCN's Behavioral Health Services department.

To find a behavioral health specialist by last name or location and review details about his or her practice, go to **MiBCN.com/find**.

Service is confidential

Rest assured that your personal health information, including discussions you have with the care manager, are confidential.

When you need help

BCN care managers are available 8 a.m. to 5 p.m. Monday through Friday for routine care issues and 24 hours a day, seven days a week for behavioral health emergencies.

A care manager will evaluate your needs and arrange for the appropriate services.

Care managers can also arrange care for urgent conditions that require same-day intervention, but are not emergency situations. If you need emergency care for a life-threatening condition, seek help at the nearest emergency room or call 911.

Call for help

For immediate help, call the mental health help number on the back of your ID card 24 hours a day, seven days a week. You do not need to go through your primary care physician.

MiBCN.com



**Blue Care
Network
of Michigan**

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association