

*Our Behavioral Health Management Department is focused on supporting our employer groups in complying with the federal Mental Health Parity Act.*

The federal Mental Health Parity Act of 2008 requires large group health plans offering mental health and substance abuse (MHSA) benefits to apply the same financial and treatment requirements to MHSA services as those applied to medical and surgical services. To better serve our membership groups, Blue Cross of Idaho will apply the parity benefits for groups of all sizes.

You can find more information about mental health parity, including how we're responding to the federal requirements, on the Blue Cross of Idaho Web site at [www.bcidaho.com](http://www.bcidaho.com).



## **Blue Cross of Idaho District Offices**

### **Boise**

*(Street Address)*

3000 East Pine Avenue  
Meridian, ID 83642-5995

*(Mailing Address)*

P.O. Box 7408, Boise, ID 83707  
(208) 387-6683  
(800) 365-2345

### **Coeur d'Alene**

2100 Northwest Boulevard, Suite 120  
Coeur d'Alene, ID 83814  
(208) 666-1495

### **Idaho Falls**

2116 East 25th Street  
Idaho Falls, ID 83404

*(Mailing Address)*

P.O. Box 2287, Idaho Falls, ID 83403  
(208) 522-8813

### **LEWISTON**

1010 17th Street

*(Mailing Address)*

P.O. Box 1468, Lewiston, ID 83501  
(208) 746-0531

### **Pocatello**

275 South 5th Avenue, Suite 150  
Pocatello, ID 83201

*(Mailing Address)*

P.O. Box 2578, Pocatello, ID 83206  
(208) 232-6206

### **Twin Falls**

1431 North Fillmore Street, Suite 200  
Twin Falls, ID 83301

*(Mailing Address)*

P.O. Box 5025, Twin Falls, ID 83303-5025  
(208) 733-7258

[www.bcidaho.com](http://www.bcidaho.com)

© 2009 Blue Cross of Idaho. An Independent Licensee  
of the Blue Cross and Blue Shield Association.



one

TO

one

Behavioral Health Management



You think about providing  
your employees with the  
health insurance they need.



**WE THINK OUR  
BEHAVIORAL HEALTH MANAGEMENT  
DEPARTMENT IS ONE MORE STEP IN  
HELPING OUR MEMBERS WITH ALL  
ASPECTS OF THEIR HEALTH.**

Form No. 3-181 (09-09)

Behavioral health focuses on improving the

## QUALITY OF LIFE

for people suffering from mental health or substance abuse (MHSA) issues and is a key aspect of a person's overall health and wellbeing.



### Helping our members in all aspects of their health

Our Behavioral Health Management Department is an integral part of Blue Cross of Idaho's Medical and Quality Management division. Having a department dedicated to MHSA issues allows us to help coordinate our members' overall care, providing a well-integrated approach to their entire health picture rather than segregating behavioral health and other aspects of their wellness.

#### The Blue Cross of Idaho Behavioral Health Management Program provides members with:

- Expert customer service
- Appropriate handling of all behavioral health cases
- Prior authorization for inpatient and outpatient MHSA services, programs and therapy
- Concurrent reviews for all levels of care
- Complex case management
- Outpatient follow-up treatment and care

#### Blue Cross of Idaho's Behavioral Health

Management program will not only help our members manage their overall health, it will deliver savings to our employer groups through medical management functions. These include:

- **Requiring some mental health and substance abuse services to have prior authorization** – We will require prior authorization and case management for inpatient and complex outpatient MHSA services. Prior authorization helps ensure our members get the care they need and protects our groups against improper diagnosis and overuse. We base prior-authorizations on the most current medical evidence to maximize treatment outcomes.
- **Medical necessity assessments** – We determine medical necessity based on the most current evidence-based behavioral health criteria, including guidelines from professional psychiatric and psychological associations.
- **Provider education and outreach for proper coding and billing** – We have developed a plan to work closely with our behavioral health providers to ensure evidence-based practice, improve accuracy and clarify the precise coding for behavioral health conditions that will generate savings for our groups and result in better care for your employees.
- **Complex case management** – Our highly-qualified team of behavioral health clinicians have years of complex case management experience to assist members in finding appropriate providers, getting treatment in accredited programs and many other ways to maximize your employees' behavioral health benefit.

- **Pharmacy benefit management** – We contract with an experienced, national benefits management company for all of our pharmacy benefit management. Services include medication tiering, maximizing generic drug use and monitoring for dangerous complications that may occur with mixing drugs inappropriately. Our Blue Cross of Idaho pharmacy management staff can handle all medication prior authorizations and provider and member appeals.
- **Medical review and appeals** – Our appeals and grievances team handles all behavioral health and medical/surgical appeals. Our medical directors supervise the medical review process. We refer more complex behavioral health reviews to recognized peer experts in behavioral health to provide consultative services.
- **Quality management** – Our Behavioral Health Advisory Panel enlists active participation of community clinicians in quality management and quality improvement measures. We enlist the current Blue Cross of Idaho Medical Quality staff to assist in the development and tracking of behavioral health quality improvement initiatives for 2010 and beyond.
- **Depression care coordination** – The Blue Cross of Idaho Behavioral Health Department offers a depression management program for members with serious depressive disorders. The program helps members in their depression treatment, tracks medication use and works closely with behavioral health clinicians and primary care providers to ensure the best outcomes for our members.

These and other functions in our behavioral health management program enable our medical management department to get a clearer, more complete view of our members' care and help them in their quest for wellness in all aspects of their health.