

Emblem Behavioral Health Services

IMPORTANT PLAN INFORMATION

As you may have read in the fall issue of Health Matters, or online, the new Emblem Behavioral Health Services Program (EBHSP) will soon replace your current mental health and substance abuse program. The effective date is January 1, 2012.

Your Benefits Remain the Same. There will be no change to your mental health and substance abuse benefits. Just like now, prior approval for routine outpatient mental health and substance abuse services from network practitioners is **not** needed. As always, prior approval is needed for non-emergency inpatient care and non-routine outpatient services.

Continuing Care. If your current mental health or substance abuse care practitioner is not in our EBHSP, you may continue receiving routine outpatient care (such as office visits) with him or her for up to 90 days from January 1, 2012 and no additional authorization is needed. However, should you need specialized behavioral health services within that 90-day period, your practitioner will need to obtain prior authorization by calling the EBHSP at **1-888-447-2526**. You may also call the number after January 1, 2012 to confirm that your provider has received approval.

Regardless of the services you continue to receive, your practitioner must agree to work with us on your care, continue to accept our current fee schedule, and follow our policies and procedures. It is not up to you to get your practitioner to agree to these conditions.

Choosing a New Practitioner. If you need to choose a new mental health or substance abuse practitioner or want to find out if your current practitioner is in the network, starting December 1, 2011 you can go to the “Find a Doctor” section of www.emblemhealth.com. Or you can call the Mental Health Services number on the back of your member ID card. If your current practitioner is not in the EBHSP and would like to request an application, he or she can call the Provider Services Line at **1-800-397-1630**.

If you have questions, please call the Emblem Behavioral Health Services Program at **1-888-447-2526**, from 9 am to 5 pm, Monday through Friday. If you have a hearing or speech impairment and use a TDD, call **1-888-447-4833**, Monday through Friday, from 9 am to 5 pm.



Group Health Incorporated (GHI), GHI HMO Select, Inc. (GHI HMO), HIP Health Plan of New York (HIP), HIP Insurance Company of New York and EmblemHealth Services Company, LLC are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

EMB_MB_FLY_5518_ValueOptions 11/11

