

**This document contains information for behavioral health services with dates of service before Jan. 1, 2024.**

Note: See the [BCN Behavioral Health](#) page on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) for information about services provided on or after Jan. 1, 2024.

Blue Care Network provides materials and resources to assist you with your behavioral health referrals and prior authorizations. In addition to the information listed in this document, you can access the complete version of the *BCN Provider Manual* and other behavioral health resources — including the *BCN Behavioral Health Fee Schedule* — on the Behavioral Health page of the Member Care tab on the Provider Resources site. If you are a Michigan provider, you can access the Provider Resources site through the Resources tab of our payer space on our provider portal.

## Utilization management criteria

- To view utilization management criteria, go to the [Services That Need Prior Authorization](#) page on [bcbsm.com](http://bcbsm.com).
- To view Blue Cross and BCN's medical policies, go to the [Medical Policy Router Search](#) webpage on [bcbsm.com](http://bcbsm.com).

## Medical record documentation requirements

- [Documentation requirements for applied behavior analysis services](#) (PDF)
- [Documentation requirements and privacy regulations for services other than ABA](#) (PDF)

## Other resources

- [Telehealth for behavioral health providers](#) (PDF)
- [Behavioral health resources to discuss with your patients](#) (PDF)
- [Behavioral health screening tools](#)
- [Quartet Care Navigation Platform](#) (PDF) – FAQ for behavioral health providers
- [Quartet flyer](#) (PDF) – For behavioral health providers
- [Behavioral Health e-referral User Guide](#) (PDF)
- [Holiday closures: How to submit authorization requests for inpatient admissions](#) (PDF)
- [BCN Provider Manual — Behavioral Health chapter](#) (PDF)

- [Instructions for filling out CMS-1500 form \(02/12\)](#) (PDF)
- [Requirements for providing behavioral health services to BCN members](#) (PDF)
- [LLPs and LMFTs — Frequently asked questions](#) (PDF)
- [Depression tip sheet](#) (PDF) - For primary care providers
- [HEDIS tip sheet for antidepressant medical management](#) (PDF) – For behavioral health providers
- [Depression office flyer](#) (PDF)
- [Depression brochure for members](#) (PDF)
- [Administering long-acting injectable medications at home \(behavioral health\)](#) (PDF)
- Spravato<sup>™</sup> (esketamine) — Information about requesting authorization:
  - [NovoLogix user guide for BCN providers](#) (PDF)
  - [Requirements for drugs covered under the medical benefit - BCN HMO and Blue Cross PPO](#) (PDF)
  - [BCN Medical Benefit Drugs](#)
  - [Spravato<sup>®</sup>: Purchasing and billing information](#) (PDF)
- [Outpatient detoxification and follow-up care protocols for treating substance use disorders](#) (PDF)
- [Behavioral health: For mental health and substance use disorders](#) (PDF) - Includes information about care management and utilization management programs

## Contact information

- [Contact Provider Inquiry](#) for general assistance with behavioral health services, including:
  - Assistance in arranging services
  - Request authorization for services
  - Discuss or receive information on criteria used to render an authorization decision
  - Claims inquiries

Exceptions: For prior authorizations for psychological assessment prior to bariatric surgery and prior authorizations for acute detoxification services, call 1-800-392-2512.

- For other issues, go to the [Provider contact us section](#) of **bcbsm.com** to locate contact information for assistance with the following:
  - Enrollment and credentialing questions
  - Contractual issues
  - Recurring problems or unresolved issues
  - Education and training assistance on BCN policies, procedures and programs