



Behavioral Health

Treating the Mind and Body

Most people in the United States know someone who might be dealing with depression, eating disorders, phobias or substance abuse. Seeking treatment is a sign of strength, and most people who get help get better. Having strong mental and physical health can lead to a better overall quality of life.

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The Behavioral Health program looks at your overall health care needs to help you stay mentally and physically healthy.

Many health issues involve some combination of physical, mental and social causes. Treating behavioral health and medical conditions at the same time offers the best way to take care of your overall health care needs. As part of Blue Care Connection® (BCC), the Behavioral Health program* can help you better manage your health and stay healthy – mentally and physically.

Blue Cross and Blue Shield of Illinois (BCBSIL) members have access to a full range of behavioral health care management services, including:

- Inpatient, partial hospitalization and some outpatient behavioral health care management
- 24-hour referral assistance
- Support to help with behavioral disorders, such as anxiety, depression and eating disorders
- Referrals to other BCC medical care management programs

Information you may get from the program does not replace the care of a doctor. We urge you to share any concerns you may have with your behavioral health professional or physician.

* The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through BCBSIL. Some members may not have outpatient behavioral health care management. Check your benefit booklet, ask your group administrator or call Customer Service to verify that you have these services.



BCBSIL health advocates can help you:

- Coordinate your medical and behavioral health care among all providers
- Answer questions about your care and health plan benefits
- Find network behavioral health professionals and physicians and other available services

Behavioral Health Program

You must request preauthorization from BCBSIL for behavioral health service benefits, when preauthorization is required. Behavioral health services requiring preauthorization before the initiation of services are: inpatient care, partial hospital admissions, outpatient electroconvulsive therapy (ECT), psychological testing, neuropsychological testing and intensive outpatient programs.

Requesting preauthorization before required behavioral health services gives BCBSIL the chance to help you get the most from your health plan benefits. To ask for preauthorization, call the number on the back of your member ID card.

To select an independently contracted and licensed behavioral health professional or physician in your area, use the Provider Finder[®] by visiting bcbsil.com and selecting Find a Doctor, or you can call the number on the back of your member ID card.

Additional Resources

Take advantage of these support resources for BCBSIL members*:

- **Personal Health Manager** – online suite of wellness resources to help you take care of your health and adopt healthier behaviors; includes interactive tools to help you record and track your progress and access to professional nurses and life coaches to answer your questions
- **24/7 Nurseline** – registered nurses answer general health questions and offer information through a toll-free number; includes access to an audio library of health topics
- **Lifestyle Management** – personal coaching support and online resource tools to help you manage your weight or stop smoking

* These additional resources may not be available to all members. To verify that you have access to any of these additional resources, check your benefit booklet, ask your group benefits administrator or call Customer Service at the number listed on the back of your member ID card.

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