

D1 Monthly Meeting- April '23



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MENTAL HEALTH PROFESSIONAL

Mental Health

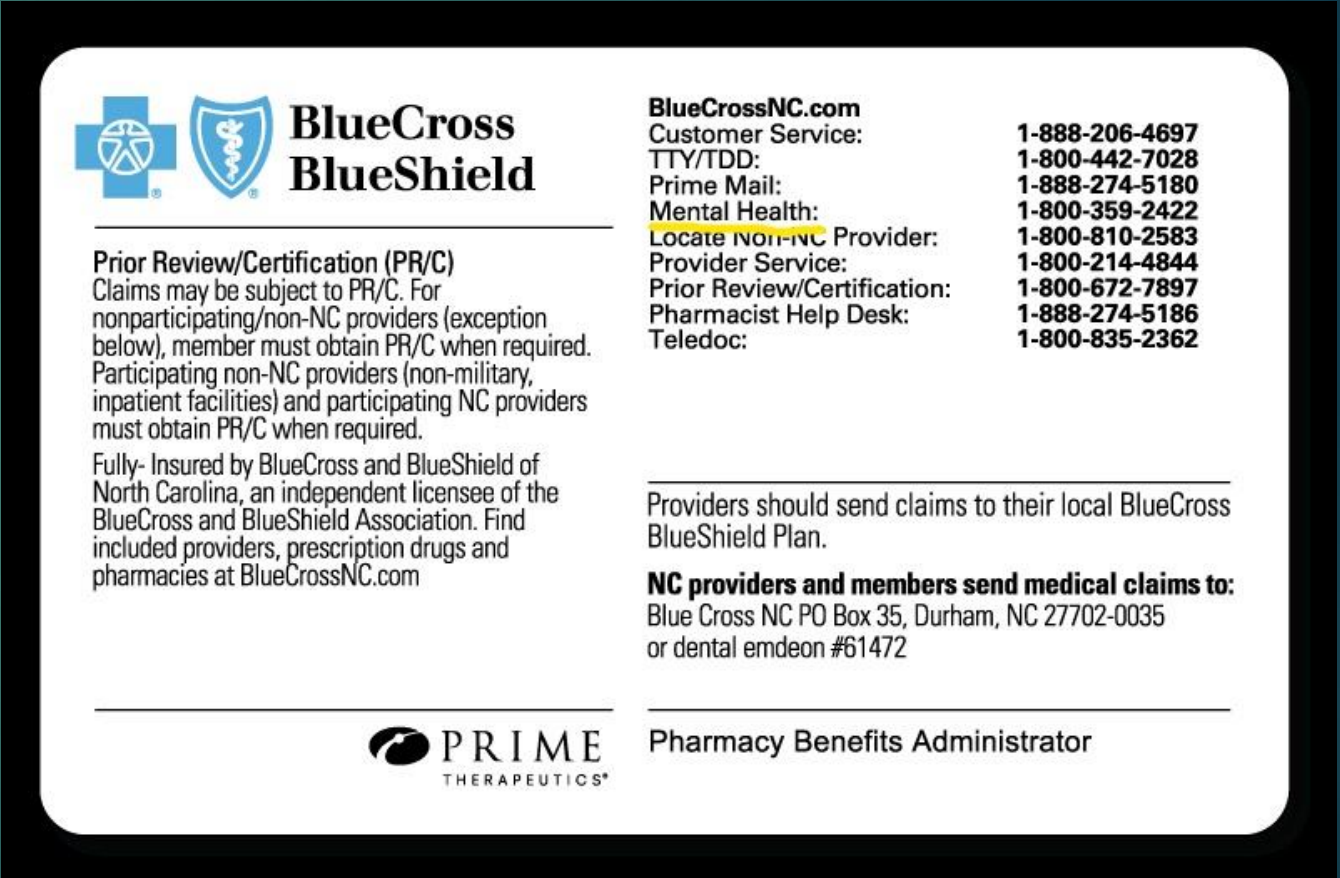
“Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act.” – MentalHealth.Gov

- According to the Citizen’s Resource Council of Michigan, over 1.3 million Michiganders have mental illnesses ([Abramson, 2020.](#))
 - Wayne County composes 25% of all mental health patients in Michigan ([Greene, 2020.](#))

- What is Mental Health Treatment? ([Mental Health America, 2023.](#))
 - Therapy
 - Psychiatry
 - Case Management
 - Support Groups
 - Hospitalizations
- The Purpose of Therapy
 - Differs from Person to Person
 - Different Types of Therapy
 - Different Goals of Therapy

How to Get Help

- Back of Insurance Card
 - Mental Health
 - Behavioral Health
 - Member Services
 - Customer Support
- Detroit Wayne Integrated Health Network
 - DWIHN.org
 - Medicaid
 - 1-800-241-4949
- Psychology Today
 - PsychologyToday.com
 - Sliding Scale
 - Preview Clinicians Before Seeing
 - Connect with Individual Therapists
- Therapy Den
 - TherapyDen.com
 - Identity Affirming Care
 - Sliding Scale
 - Connect with Individual Therapists



The image shows the back of a BlueCross BlueShield insurance card. It features the BlueCross BlueShield logo at the top left. To the right of the logo is the text "BlueCross BlueShield". Below the logo and name is a section titled "Prior Review/Certification (PR/C)" with a paragraph of text explaining that claims may be subject to PR/C for nonparticipating/non-NC providers, and that participating non-NC providers and participating NC providers must obtain PR/C when required. Below this is a section titled "Fully- Insured by BlueCross and BlueShield of North Carolina, an independent licensee of the BlueCross and BlueShield Association. Find included providers, prescription drugs and pharmacies at BlueCrossNC.com". To the right of the PR/C section is a list of contact information for BlueCrossNC.com, including Customer Service, TTY/TDD, Prime Mail, Mental Health, Locate Non-NC Provider, Provider Service, Prior Review/Certification, Pharmacist Help Desk, and Teledoc, each with a corresponding phone number. Below the contact information is a section titled "Providers should send claims to their local BlueCross BlueShield Plan." followed by the text "NC providers and members send medical claims to: Blue Cross NC PO Box 35, Durham, NC 27702-0035 or dental emdeon #61472". At the bottom of the card is the logo for PRIME THERAPEUTICS* and the text "Pharmacy Benefits Administrator".

BlueCross
BlueShield

Prior Review/Certification (PR/C)
Claims may be subject to PR/C. For nonparticipating/non-NC providers (exception below), member must obtain PR/C when required. Participating non-NC providers (non-military, inpatient facilities) and participating NC providers must obtain PR/C when required.

Fully- Insured by BlueCross and BlueShield of North Carolina, an independent licensee of the BlueCross and BlueShield Association. Find included providers, prescription drugs and pharmacies at BlueCrossNC.com

BlueCrossNC.com
Customer Service: 1-888-206-4697
TTY/TDD: 1-800-442-7028
Prime Mail: 1-888-274-5180
Mental Health: 1-800-359-2422
Locate Non-NC Provider: 1-800-810-2583
Provider Service: 1-800-214-4844
Prior Review/Certification: 1-800-672-7897
Pharmacist Help Desk: 1-888-274-5186
Teledoc: 1-800-835-2362

Providers should send claims to their local BlueCross BlueShield Plan.

NC providers and members send medical claims to:
Blue Cross NC PO Box 35, Durham, NC 27702-0035
or dental emdeon #61472

PRIME
THERAPEUTICS*

Pharmacy Benefits Administrator

Figure 1. Back of Insurance Card ([BlueCrossNC, 2023](https://www.bluecrossnc.com))