

How do I obtain mental health/substance abuse services if I participate in the Point of Service Plan?

To receive pre-authorization for routine outpatient or inpatient care, call Anthem Behavioral Health (ABH) at **1-800-755-0851**.

Who is ABH?

ABH manages behavioral health services on behalf of Anthem Blue Cross and Blue Shield. The Health Trust maintains a contract with Anthem Blue Cross and Blue Shield for use of their network to provide medical services to our Point of Service participants.

Where is ABH located?

ABH's corporate headquarters are located in San Diego, CA. The Eastern Regional office is located in North Haven, CT. The ABH Provider Relations staff is located in South Portland, ME.

What services are provided by ABH?

ABH verifies behavioral health coverage of the insured, explains mental health/substance abuse benefits and coordinates care for the participant by providing authorizations to network providers. ABH reviews requests for services for appropriateness of care and may discuss the plan of care with providers and participants. ABH's focus is to ensure that the participant is obtaining the most appropriate and effective care possible.

When should I call ABH?

All non-emergency inpatient, partial hospital, intensive outpatient or outpatient care for mental health/substance abuse services must be pre-authorized by ABH. If you are receiving mental health or substance abuse services when you join the Point of Service Plan, you should call ABH to find out if your provider is in the ABH

network. Approval must be obtained from ABH for treatment from a non-participating provider, in order to receive the in-network level of benefits.

In an emergency, the patient or representative should call within 48 hours after receiving the services.

What happens if I do not call ABH to authorize services?

If you do not call to authorize non-emergency inpatient mental health/substance abuse services, you will be subject to a \$500 penalty with the balance of your charges paid at the out-of-network level of benefits. If you do not call to authorize outpatient services, benefits will be paid at the out-of-network level of benefits.

When can I call ABH to get an authorization for services?

ABH's standard business hours of operation are 8 a.m. – 5 p.m., Monday through Friday. In addition, ABH's after-hours service is available for emergency calls 24 hours per day, 365 days per year.

What information will I be asked to provide to ABH when I call?

You will be asked for your Anthem Blue Cross and Blue Shield certificate number; the patient's name, address, birth date, and telephone number; the employee's name; and the employer's name. You should make the Customer Service Representative aware that your coverage is through Maine Municipal Employees Health Trust. You will also be asked to identify the services you are requesting. If you are experiencing an emergency, you will be transferred immediately to a Clinical Care Manager.

What questions will the Care Manager ask about my emergency situation?

In order to assess the urgency of your situation, the questions may include:

- What is your presenting problem and what are your symptoms?
- Have you been treated for a problem in the past and if so, was it for the same or a different condition?
- Have you had any psychiatric hospitalizations?
- Are you currently taking any medications for psychiatric reasons?
- Have you tried to hurt yourself, or have you been thinking about hurting yourself?

What is the training of the Clinical Care Manager I might speak with at ABH?

Emergency calls are handled immediately by licensed clinicians with masters' degrees who are experienced in crisis intervention.

ABH's After Hours service, available during evenings and weekends, is staffed by clinicians with masters' degrees.

What if the provider I am currently using for mental health/substance abuse services is not in the ABH network?

Your Point of Service plan will cover a limited number of visits with your current provider at the in-network level of benefits to allow a transition to an ABH provider in your area.

If there is not an ABH provider in your area, you may be allowed to remain with the provider you are currently seeing. You must obtain an authorization from ABH to remain with a non-participating provider.

For more information, call Anthem Behavioral Health (ABH) at **1-800-755-0851**.

Will I be told to see a specific provider?

ABH is available to assist you with finding a participating provider who is located within a reasonable distance. A list of Participating Behavioral Health Providers can also be accessed on the Internet at www.Anthem.com, utilizing the Provider on-line directory.

What if I don't like my provider?

If you are unhappy with your provider, you should call ABH. The Customer Service Representative will obtain information regarding your dissatisfaction with the provider and can provide authorization to another participating provider.

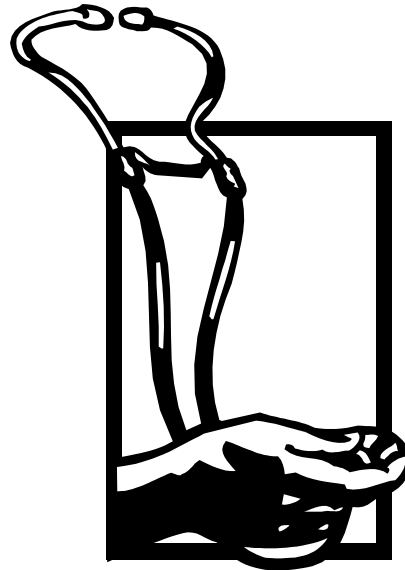
Will I receive a confirmation letter when ABH has provided an authorization for me to a mental health/substance abuse provider?

Yes. ABH will provide you with an authorization number verbally over the phone, and follow up with a letter to you and your provider.

Where do I call for assistance if I have a billing problem with a participating mental health/substance abuse provider?

Call ABH at 1-800-482-0966 Monday through Friday from 8:00 a.m. to 5:00 p.m. and relate the circumstances of the billing problems you have had with your provider.

Mental Health and Substance Abuse Services



**Maine Municipal Employees
Health Trust**

Point of Service Plan