

## Behavioral Health Services

Also known as	<div>1. Chemical dependency treatment</div> <div>2. Mental health treatment</div> <div>3. Substance use treatment</div>										
Description	Behavioral Health (BH) includes all services related to the diagnosis and treatment of mental health (MH) conditions and substance use disorders (SUD). Benefits for Behavioral Health are quoted here for some products.										
See also	<div>Similar, related, or easily confused documents.</div> <div><div>• <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> - Some lines of business quote BH services. This supplies levels of care, therapy types, and provider types.</div><div>• <a href="#">Learning Disabilities - Diagnosis and Treatment</a> - A neurological disorder that affects the brain’s ability to receive, process, store, and respond to information.</div></div>										
Table of Contents	<div>The following topics are included in this document:</div> <div><div>• <a href="#">Commercial</a></div><div>• <a href="#">Government Programs</a></div><div>• <a href="#">Individual and Family Business (IFB)</a></div></div>										
Document history	<div>The document history for the past 12 months is outlined below.</div> <table><tr><th>Date</th><th>Description</th></tr><tr><td>2.5.24</td><td>Updated document title to <i>Behavioral Health Services</i>.</td></tr><tr><td>2.5.24</td><td>Also known as - updated terms.</td></tr><tr><td>2.5.24</td><td>Updated <i>MH/SA</i> to <i>behavioral health</i> throughout document.</td></tr><tr><td>2.5.24</td><td>Updated to new template.</td></tr></table>	Date	Description	2.5.24	Updated document title to <i>Behavioral Health Services</i> .	2.5.24	Also known as - updated terms.	2.5.24	Updated <i>MH/SA</i> to <i>behavioral health</i> throughout document.	2.5.24	Updated to new template.
Date	Description										
2.5.24	Updated document title to <i>Behavioral Health Services</i> .										
2.5.24	Also known as - updated terms.										
2.5.24	Updated <i>MH/SA</i> to <i>behavioral health</i> throughout document.										
2.5.24	Updated to new template.										

Commercial

Introduction	This section applies to all Commercial members. Benefit details depend on the member’s brand: Dean (including Dean Health Plan (DHP) and Prevea360), Mayo Medical Plan (MMP), or Medica (including MHPS).
Dean (DHP, Prevea360)	<p>Multiple Behavioral Health Medical Policies apply:</p> <ul style="list-style-type: none"><li>• <i>Day Treatment - Behavioral Health (MP9557)</i></li><li>• <i>Intensive Outpatient - Behavioral Health (MP9556)</i></li><li>• <i>Partial Hospitalization Program (PHP) - Behavioral Health (MP9555)</i></li><li>• <i>Residential Treatment - Behavioral Health (MP9554)</i></li></ul> <p><b>Tip:</b> For instructions on locating policies, see <a href="#">Coverage and Prior Authorization Guidelines</a>.</p> <ul style="list-style-type: none"><li>• <b>Some services require prior authorization.</b><ul style="list-style-type: none"><li>– <b>Important:</b> Check policy for limits or exclusions.</li></ul></li><li>• Quote office visit, outpatient hospital, or inpatient benefits under behavioral health based on services provided.<ul style="list-style-type: none"><li>– See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>– See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li></ul></li><li>• <b>Exclusions:</b> Plans may say therapy for non-medical reasons is not covered.<ul style="list-style-type: none"><li>– This exclusion may be listed for both Marriage Counseling or Anger Management.</li><li>– Initial visit to determine if there is an underlying BH condition is eligible for coverage.</li><li>– If an underlying BH condition exists, additional visits are eligible for coverage.</li><li>– If there is NOT an underlying BH condition, additional visits are not eligible.</li></ul></li><li>• <b>PSC:</b> See <a href="#">Mental Health Prior Authorization and Notification for HealthRules Members</a> for additional information.</li></ul>
Mayo Medical Plan (MMP)	<p>Medica’s Utilization Management Policy, <i>Behavioral Health Services</i>, applies.</p> <p><b>Tip:</b> For instructions on locating policies, see <a href="#">Coverage and Prior Authorization Guidelines</a>.</p> <ul style="list-style-type: none"><li>• <b>Some services require prior authorization.</b> Policy uses a MCG™ Care Guideline for medical necessity criteria.<ul style="list-style-type: none"><li>– PA is not required for any INN MH/SA level of care.</li><li>– PA required for OON (Tier 3) inpatient and residential MH/SA treatment.</li><li>– The PA does NOT have a clinical review.</li><li>– Medica approves the PA request.</li><li>– Provider can submit a <a href="#">Prior Authorization Request</a>.</li><li>– <b>Note:</b> The provider must pick the right form. There are different versions depending on the provider and/or procedure.</li><li>– <b>Important:</b> Check policy for limits or exclusions.</li><li>– <b>Medicare supplement:</b> PA does not apply.</li></ul></li><li>• Quote office visit, outpatient hospital, or inpatient benefits under behavioral health based on services provided.<ul style="list-style-type: none"><li>– See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>– See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li><li>– <b>Sober living facilities:</b> Not covered.</li></ul></li><li>• If a member wants PA criteria, explain you do not have that information. Describe the PA process:<ul style="list-style-type: none"><li>– Provider submits a PA request and Medica reviews it against clinical guidelines.</li><li>– Medica notifies provider and copies the member. If denied, member appeal rights are included.</li><li>– <b>TAT:</b> See <a href="#">Prior Authorization Turnaround Time</a>.</li></ul></li><li>• <b>PSC:</b> See <a href="#">Mental Health Prior Authorization and Notification for HealthRules Members</a> for additional information.</li></ul>

Continued on next page

Medica  
(including  
MHPS)

Coverage depends on the group.

Group	Coverage
All (except Legacy MHPS)	<ul style="list-style-type: none"><li>Behavioral health calls are handled by Medica Behavioral Health (MBH).</li><li><b>MBH internal transfer:</b> x33166, then:<ul style="list-style-type: none"><li>Benefits: x37381</li><li>Claims: x37383</li></ul></li><li><b>MBH direct dial:</b><ul style="list-style-type: none"><li>Benefits: 800-848-8327</li><li>Claims: 866-214-6829</li></ul></li></ul>
Legacy MHPS <ul style="list-style-type: none"><li>Black River Memorial Hospital</li><li>City of Rochester</li><li>Olmstead County</li></ul>	<ul style="list-style-type: none"><li>Medica’s Utilization Management Policy, <i>Behavioral Health Services</i>, applies.</li><li><b>Tip:</b> For instructions on locating policies, see <a href="#">Coverage and Prior Authorization Guidelines</a>.</li><li><b>Some services require prior authorization.</b> Policy uses a MCG™ Care Guideline for medical necessity criteria.<ul style="list-style-type: none"><li>Provider can submit a <a href="#">Prior Authorization Request</a>.</li><li><b>Note:</b> The provider must pick the right form. There are different versions depending on the provider and/or procedure.</li><li><b>Important:</b> Check policy for limits or exclusions.</li><li><b>Medicare supplement:</b> PA does not apply.</li></ul></li><li>Quote office visit, outpatient hospital, or inpatient benefits under behavioral health based on services provided.<ul style="list-style-type: none"><li>See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li></ul></li><li>If a member wants PA criteria, explain you do not have that information. Describe the PA process:<ul style="list-style-type: none"><li>Provider submits a PA request and Medica reviews it against clinical guidelines.</li><li>Medica notifies provider and copies the member. If denied, member appeal rights are included.</li><li><b>TAT:</b> See <a href="#">Prior Authorization Turnaround Time</a>.</li></ul></li><li><b>PSC:</b> See <a href="#">Mental Health Prior Authorization and Notification for HealthRules Members</a> for additional information.</li></ul>

Document  
history

The document history for the past 12 months is outlined below.

Date	Description
2.5.24	<i>Dean (DHP, Prevea360)</i> - Added <i>Exclusions</i> note.
2.5.24	Updated to new template.

Government Programs

Introduction	This section applies to all Medicaid and Medicare products.
AccessAbility (SNBC), Minnesota Senior Care Plus (MSC+)	<p><a href="#">Medicaid only groups</a>:</p> <ul style="list-style-type: none"><li>• See <a href="#">Medicaid</a> below.</li></ul> <p><a href="#">Medicare eligible groups</a>:</p> <ul style="list-style-type: none"><li>• Quote Mental Health or Substance Abuse benefits.<ul style="list-style-type: none"><li>– See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>– See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li></ul></li><li>• <b>Authorization and provider verification</b>: Refer to Medica Behavioral Health (MBH).</li><li>• <b>MBH internal transfer</b>: x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial</b>:<ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li><li>• Follows Medicare guidelines.</li><li>• Medicare is the primary payer.</li><li>• If no Medicare eligibility, Medicaid applies. See <a href="#">Medicaid</a> below.</li></ul>
AccessAbility Enhanced (I-SNBC),	<p>Quote Mental Health or Substance Abuse benefits.</p> <ul style="list-style-type: none"><li>• See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>• See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li><li>• <b>Authorization and provider verification</b>: Refer to Medica Behavioral Health (MBH).</li><li>• <b>MBH internal transfer</b>: x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial</b>:<ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li><li>• Medica is the only payer.</li></ul>
Cost (Prime)	<p>Refer to Medica Behavioral Health (MBH) for benefits, authorization, and/or provider verification.</p> <ul style="list-style-type: none"><li>• <b>MBH internal transfer</b>: x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial</b>:<ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li><li>• Follows Medicare guidelines.</li></ul>
Med Advantage	<p>Refer to Medica Behavioral Health (MBH) for benefits, authorization, and/or provider verification.</p> <ul style="list-style-type: none"><li>• <b>MBH internal transfer</b>: x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial</b>:<ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li><li>• Follows Medicare guidelines.</li><li>• Medica is the only payer.</li></ul>

Continued on next page

Government Programs, Continued

Med Supp (Select, Signature)	<p>Quote Mental Health or Substance Abuse benefits.</p> <ul style="list-style-type: none"><li>• See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>• See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li><li>• <b>Provider verification:</b> Refer to Medica Behavioral Health (MBH).</li><li>• MBH internal transfer: x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• MBH direct dial:<ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li><li>• <b>PSC:</b><ul style="list-style-type: none"><li>– Quote Mental Health or Substance Abuse benefits.</li><li>– Provide status on Mental Health or Substance Abuse claims.</li></ul></li><li>• Follows Medicare guidelines.</li><li>• Medicare supplement.</li><li>• Medicare is the primary payer.</li></ul>				
Medicaid	<p>Behavioral health calls are handled by Medica Behavioral Health (MBH).</p> <ul style="list-style-type: none"><li>• <b>MBH internal transfer:</b> x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial:</b><ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li></ul>				
Document history	<p>The document history for the past 12 months is outlined below.</p> <table><tr><th>Date</th><th>Description</th></tr><tr><td>2.5.24</td><td>Updated to new template.</td></tr></table>	Date	Description	2.5.24	Updated to new template.
Date	Description				
2.5.24	Updated to new template.				

## Individual and Family Business (IFB)

Introduction	<p>This section applies to all Individual and Family Business (IFB) members. Benefit details depend on the member’s brand: Dean (including Dean Health Plan (DHP), Medica (formerly WellFirst), and Prevea360) or Medica.</p>						
Dean (DHP, Medica formerly WellFirst, Prevea360)	<p>Multiple Behavioral Health Medical Policies apply:</p> <ul style="list-style-type: none"><li>• <i>Day Treatment - Behavioral Health (MP9557)</i></li><li>• <i>Intensive Outpatient - Behavioral Health (MP9556)</i></li><li>• <i>Partial Hospitalization Program (PHP) - Behavioral Health (MP9555)</i></li><li>• <i>Residential Treatment - Behavioral Health (MP9554)</i></li></ul> <p><b>Tip:</b> For instructions on locating policies, see <a href="#">Coverage and Prior Authorization Guidelines</a>.</p> <ul style="list-style-type: none"><li>• <b>Some services require prior authorization.</b><ul style="list-style-type: none"><li>– <b>Important:</b> Check policy for limits or exclusions.</li></ul></li><li>• Quote office visit, outpatient hospital, or inpatient benefits under behavioral health based on services provided.<ul style="list-style-type: none"><li>– See <a href="#">Behavioral Health - Levels of Care, Therapy Types, Provider Specialties</a> for more details.</li><li>– See <a href="#">Common Psychological Disorders</a> for diagnosis information.</li></ul></li><li>• <b>Exclusion note:</b> Plans may say therapy for non-medical reasons is not covered.<ul style="list-style-type: none"><li>– This exclusion may be listed for both Marriage Counseling or Anger Management.</li><li>– Initial visit to determine if there is an underlying BH condition is eligible for coverage.</li><li>– If an underlying BH condition exists, additional visits are eligible for coverage.</li><li>– If there is NOT an underlying BH condition, additional visits are not eligible.</li></ul></li><li>• <b>PSC:</b> See <a href="#">Mental Health Prior Authorization and Notification for HealthRules Members</a> for additional information.</li></ul>						
Medica	<p>Behavioral health calls are handled by Medica Behavioral Health (MBH).</p> <ul style="list-style-type: none"><li>• <b>MBH internal transfer:</b> x33166, then:<ul style="list-style-type: none"><li>– Benefits: x37381</li><li>– Claims: x37383</li></ul></li><li>• <b>MBH direct dial:</b><ul style="list-style-type: none"><li>– Benefits: 800-848-8327</li><li>– Claims: 866-214-6829</li></ul></li></ul>						
Document history	<p>The document history for the past 12 months is outlined below.</p> <table><tr><th>Date</th><th>Description</th></tr><tr><td>2.5.24</td><td><i>Dean (DHP, Medica formerly WellFirst, Prevea360)</i> - Added <i>Exclusion</i> note.</td></tr><tr><td>2.5.24</td><td>Updated to new template.</td></tr></table>	Date	Description	2.5.24	<i>Dean (DHP, Medica formerly WellFirst, Prevea360)</i> - Added <i>Exclusion</i> note.	2.5.24	Updated to new template.
Date	Description						
2.5.24	<i>Dean (DHP, Medica formerly WellFirst, Prevea360)</i> - Added <i>Exclusion</i> note.						
2.5.24	Updated to new template.						