



Behavioral Health Services for Children and Adolescents **Autism Insurance Resource Center**
www.massairc.org

Carrier	Phone Number for Consumers to call with questions about BHCA services	Is this a BHCA-specific telephone number or a general number?	How should members request BHCA services?	Will consumers be able to find out if they are eligible for BHCA services, and if not, explain the reason(s) why?	Where on your website are BHCA services explained?
Aetna Life Insurance Company	800-424-4047	This is the Behavioral Health Customer Service team	Members should reference MA BHCA services and then the specific services as found on our website, as that information is readily available to our staff	Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, out-of-state, or not yet renewed.	Massachusetts – Behavioral Health and Child Adolescent Services
Allways Health Partners, Inc.	844-451-3518	This is a general customer service number for behavioral health topics, including BHCA.	Members can refer to BHCA services as a bucket of services or specifically ask about the services themselves (ie: In-Home Therapy/Family Support Treatment, In Home Behavioral Services, and Intensive Care Coordination)	Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, out-of-state, or not yet renewed.	Members can find information on BHCA services on the “Live and Work Well” site. Providers can find information on the Provider Express – Massachusetts Provider Resources.

**SOURCE: <https://www.mass.gov/doc/information-for-consumers-about-bhca-services/download>.



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BlueCross and Blue Shield of Massachusetts	Members should call the number on their member ID cards.	This phone number is unique to their employer or account. It is a general member service number.	Members should ask for BHCA services by referring to them as "Intensive Community Based Treatment" (ICBT). Associates have been trained to guide members through questions on Intensive Community Based Treatment.	Associates will be able to inform members if the self-funded plan does not have the benefit, or not yet renewed.	BCBSMA details ICBT services on their provider portal site. (Note – these describe Intensive Outpatient Programs and Partial Hospital Programs, don't appear to include descriptions of the specific BHCA treatments).
Boston Medical Center Health Plan, Inc.	888-217-3501	This is a general number. Members should follow prompts for Behavioral Health	Member should ask about the specific service they are seeking information about, or about BHCA in general. They can ask for a "CBHI specialist" to get more information or if they are not confident they got the right information.	Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, or not yet renewed.	Suggest calling for the most accurate information or checking published member documents.

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Cigna Health and Life Insurance Company	Consumers should call the number on the back of their card, or 800-244-6224	This is a general number. Customers/providers should follow prompts for Behavioral health and get connected to one of the Behavioral Health Personal Advocates/National Authorization Team.	The consumer should ask for the specific BHCA service in question as they are outlined in the bulletin (In-home therapy, Intensive Care Coordination, etc.)	Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, out-of-state, or not yet renewed	Fully insured members can access their certificate of coverage on myCigna.com that will have descriptions of these covered benefits.
ConnectiCare of Massachusetts, Inc.	888-946-4658	This is a general number.	Customers should ask about BHCA benefits.	Yes	This is located on Optum's Live and Work Well website.

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Fallon Community Health Plan, Inc.	888-421-8861	This is the number for Beacon Customer Service, which administers behavioral benefits.	Members should ask about either BHCA benefits, or the specific service they are seeking information about.	Yes	No information currently on website. Carrier suggests calling or checking published member documents.
Harvard Pilgrim Health Care, Inc.	888-777-4742	This is a general number.	Members should request BHCA or a specific BHCA service.	Yes. Members also have access to their benefits using Optum's Live and Work Well website.	No information currently on website. Carrier suggests calling for information or questions.
Health New England, Inc.	413-787-4004 or 800-310-2835	This is a general number. (Note: Some BHCA services are accessed through MBHP-if members ask for these, they will be redirected to MBHP)	Members may refer to services as CBHI or BHCA services or by each individual service. (For Intensive Care Coordination or In-Home Behavioral Services, members will be redirected to MBHP)	Yes	No information on website. Covered services may be found in member EOC/SPD's

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Tufts Associated Health Maintenance Organization, Inc.	800-208-9565	This is a behavioral health specific phone number.	Members and providers should use the term "BHCA" when asking about services	Yes	No information on website. Members can find information in their Evidence of Coverage document though the secure member portal.
Tufts Health Public Plans, Inc.	888-257-1985	This is a general number.	Members and providers should use the term "BHCA" when asking about services	Yes	No information on website. Members can find information in their Evidence of Coverage document though the secure member portal.

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United Healthcare insurance Company	Members should call the customer service phone number listed on their ID card	Unclear. Members should be connected with United Behavioral Health or Optum	<p>If a member or provider uses the following outpatient service or residential terms, Optum will work with the member or provider to discuss BHCA services:</p> <p><u>Outpatient:</u></p> <ul style="list-style-type: none"> • In-Home Therapy/Family Stabilization (FST) • In-Home Behavioral Services <p>• Mobile Crisis Intervention</p> <p>• Intensive Care Coordination</p> <p><u>Residential:</u></p> <ul style="list-style-type: none"> • Community Based Acute Treatment (CBAT) • Intensive Community Based Acute Treatment (ICBAT) 	Yes?	<p>No information for members. The Optum provider portal includes information about BHCA services at the following link:</p> <p>https://www.providerexpre</p>

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