



BlueShield of Northeastern New York
40 Century Hill Drive • Latham, New York 12110

STAT Bulletin

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To: All Facilities, Primary Care Providers,
Nurse Practitioners, Physician Assistants,
and Behavioral Health Providers

Behavioral Health Services Updates

<p>Why you're receiving this stat</p>	<p>We want to let you know that, effective August 28, 2017, we will be performing all Behavioral Health Utilization Management services.</p>
<p>What you need to know</p>	<p>We are transitioning these services from our partner, Health Integrated®, to provide a more consistent plan of care for your BlueShield patients. We have added dedicated local staff to support you with all behavioral health requests.</p> <p>New Contact Information Contact information for Behavioral Health Utilization Management (preauthorization/authorization requests) will be as follows: Phone: 1-877-837-0814 Fax: (518) 220-4659</p> <p>Clinical Criteria Changes Also effective August 28, 2017, we will be using the McKesson InterQual Criterion for mental health reviews and the NYS OASAS LOCADTR application for substance use disorder coverage evaluation.</p> <p>Member benefits or behavioral health authorization requirements will not be affected as a result of this change.</p>
<p>What you need to do</p>	<p>Please make any necessary updates to the contact information you have on file for us.</p> <p>More information about our Behavioral Health services and authorization requests are available at bsneny.com/provider > <i>Tools & Resources</i> > <i>Forms</i> > <i>Behavioral Health Forms</i>.</p>

If you have any questions regarding this update, please contact Provider Service at 1-800-444-4552 or (518) 220-5601.