



**BlueCross BlueShield
of New Mexico**

Behavioral Health

Blue Cross and Blue Shield of New Mexico • Provider Training • 2024

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Behavioral Health Covered Services

The Integrated Behavioral Health Program includes:

- " Care/Utilization Management for inpatient, residential, partial hospitalization, outpatient and community based behavioral health services. "
- Condition Case Management (seven conditions) – depression, alcohol and substance abuse disorders, anxiety and panic disorders, bipolar disorders, eating disorders, schizophrenia and other psychotic disorders, and attention deficit and hyperactivity disorder
- Intensive case management
- Patient safety program
- Peer support
- Available to all Blue Cross and Blue Shield of New Mexico members
- Team made up of Care Coordinators and Peer Support Specialists
- BCBSNM works with New Mexico's Behavioral Health Collaborative
- Behavioral health care management integrated into member medical care management program
- More information for providers located in Provider Reference Manual under "Health Care Management"

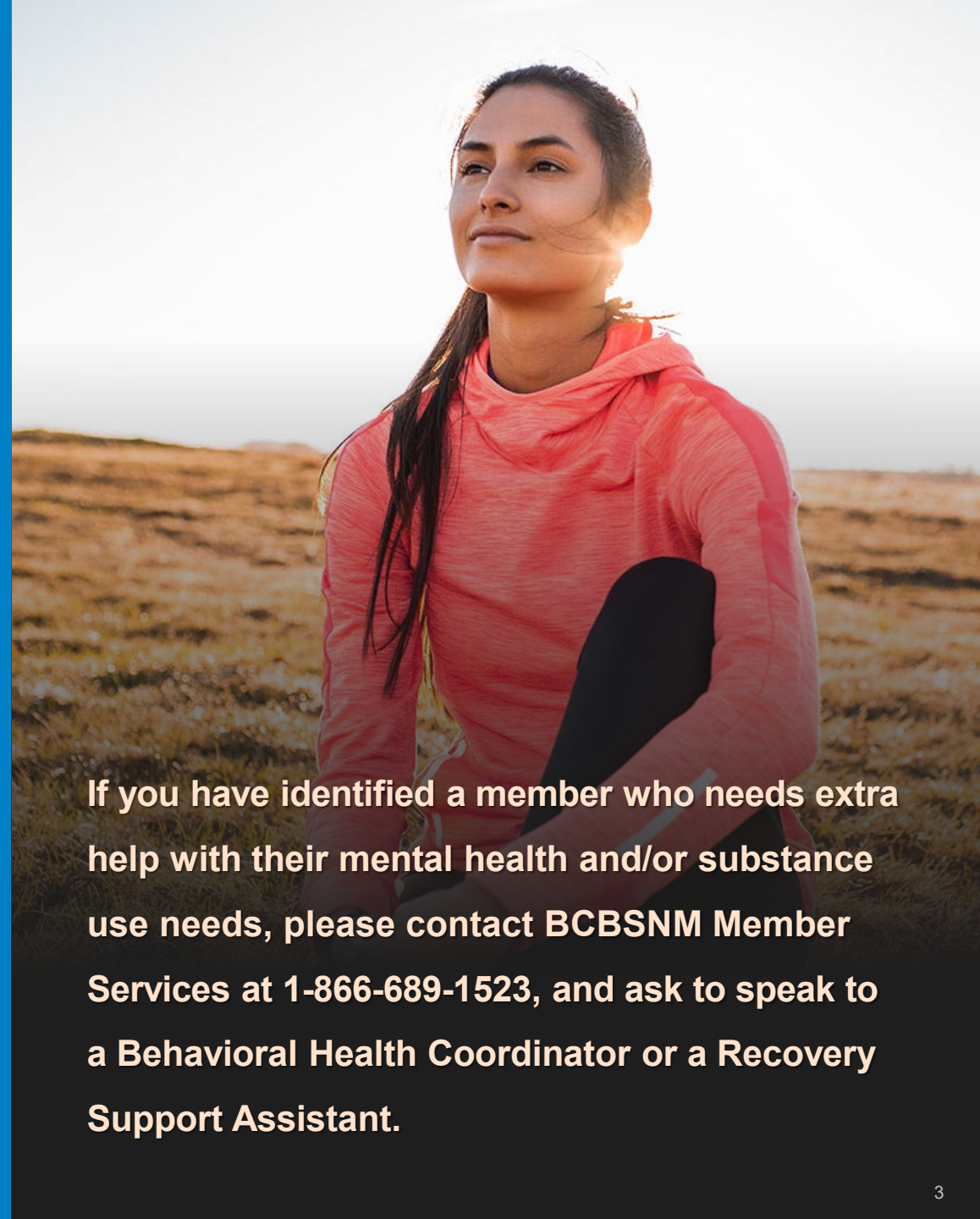
Identification of Substance Use Disorder and Serious Mental Illness

BCBSNM has internal Peer Support Specialists who can help engage members with complex needs.

- They use their lived experiences to help members meet their treatment goals and try to engage them in required treatment.
- They can help providers identify needed resources for members who struggle with Mental Health and Substance Use needs.

BCBSNM has an assigned liaison for each psychiatric facility. These liaisons help facilities and members with discharge planning to identify gaps, barriers and resources.

They make sure appointments are set and help with any needed transportation. Their goal is to help members with a more successful discharge back to the community.



If you have identified a member who needs extra help with their mental health and/or substance use needs, please contact BCBSNM Member Services at 1-866-689-1523, and ask to speak to a Behavioral Health Coordinator or a Recovery Support Assistant.

Behavioral Health Contacts

BCBSNM Behavioral Health Network Representatives are organized by geographical region.

- For the most up to date list of Behavioral Health Provider Representative assignments, please visit <https://www.bcbsnm.com/provider/contact-us>

BCBSNM Behavioral Health Contractors include:

Violet Bolaños

505-816-4235

Violet_Bolanos@bcbsnm.com

Karen Sierra

505-816-4231

Karen_Sierra@bcbsnm.com

Other Assistance:

- **Availity®** (eligibility, benefits, claims):
1-800-282-4548 or [availity.com](https://www.availity.com)
- **BCBSNM Behavioral Health Unit** (eligibility, benefits, claims, and pre-authorization):
(800) 693-0663
- **Case Management:** (800) 325-8334

Behavioral Health Rosters

- Provider groups are to use the New Mexico Health Care Authority (HCA) approved roster template for provider additions, terminations, demographic and location changes.
- Providers must be approved by Behavioral Health Services Division (BHSD) for supervisory services. Each agency is responsible for notifying the Managed Care Organization (MCO) of BHSD approval.
- Rosters eliminate the need for separate provider applications.
- Please refer to NMAC 8.321.2.9 for details

Providers are to submit Behavioral Health Rosters to NetworkRosterSubmission@bcbsnm.com

Behavioral Health (BH) Roster Practitioners

Licensed Practitioners

- Psychiatrist (MD, DO)
- Physician Assistant (supervised by BH physician)
- Psychologist (PhD, PsyD, EdD)
- CNP/CNS/RN
- Master's Level Social Workers (LISW/LCSW, LMSW)
- Counselors (LPCC, LMFT, LPAT, LMHC, LAMFT, LADAC, LSAA)

Non-Licensed Practitioners

- Behavior Management Services Worker
- Certified Peer Specialist
- Community Support Worker
- Provisional or temporary licensed master's level behavioral health professional

Certified ABA Practitioners

- Board Certified Behavior Analyst (BCBA)
- Board Certified Assistant Behavior Analyst (BCaBA)
- Behavior Technicians (BCAT or RBT)

Helpful Resources

Case Status Checker

If you have completed a Provider Onboarding Form or a Behavioral Health Roster, you can check the status of your application by entering the case number you received in your confirmation email in our [Case Status Checker](#)

Credentialing Status Checker

To check the status of your credentialing process, enter your NPI or license number in our [Credentialing Status Checker](#)



Behavioral Health Prior Authorizations

Please refer to your Provider Reference Manual for a list of services requiring prior authorization.

Please Note: all services rendered by non-participating providers always require prior authorization.

For services that do not initially meet criteria:

- Additional clinical information may be requested to support authorization
- A Peer-to-Peer discussion will be offered between your representative and our doctor

Behavioral Health requests may be applied for by:

- Submitting a request via the Availity portal
- Contacting Customer Service at 1-877-232-5518
- Submitting the universal PA form to 505-816-4902

Please Note: for a streamlined authorization process for ABA, BCBSNM encourages the use of ABA Forms, located at bcbsnm.com/provider/education-reference/education/forms

