



Behavioral Health Program Change Information for Providers

What is changing with Blue Cross and Blue Shield of Oklahoma (BCBSOK) Behavioral Health Services?

Beginning June 1, 2020, BCBSOK will administer behavioral health benefits for our members enrolled in the BlueLincs HMOSM provider network, replacing their current behavioral health administrator, Magellan Healthcare®.

Why are we making this change?

We continue to strive for the best member experience by ensuring we provide the most appropriate level of care through improved case management and network access. Our goal is to facilitate the best member care by integrating the administration of medical and behavioral health benefits through BCBSOK.

How will this affect how I provide services?

BCBSOK will take over claims adjudication, network contracting, utilization management services including prior authorizations, provider inquiries and customer service from Magellan in our BlueLincs HMO provider network. More details on these processes will be provided on our provider website, bcbsok.com/provider, closer to the transition date.

How can I join the BCBSOK network?

If you would like information about joining the network, or have questions about the contracting process, please contact our provider network representatives at 800-722-3730, Option 2. More details can be found on our website under the Network Participation tab.

Providers who are not currently contracted with BCBSOK must complete the credentialing process.

Will member benefits change?

We do not expect member benefits to be affected by this change. However, providers should verify member eligibility and benefits prior to service. This will help you confirm coverage details and other important information, such as any prior authorization and pre-notification requirements.

If you or your patients have questions, please call the toll-free number on the back of the member's ID card.



Will members receive new ID cards?

Not all member ID cards will require an update. Members who do need an updated card will be mailed a replacement.

When will members be notified of this transition?

We will notify members before the transition date.

Members will receive additional communications approximately 45 days prior to their transition date if:

- Their provider is now out-of-network
- They have open prior authorizations
- They require transition of care – In these cases, the members may request an in-network exception to ensure continuity of care with their treatment. We will provide more information to these members before the transition.

bcbsok.com

Blue Cross and Blue Shield of Oklahoma will continue to contract with Magellan Healthcare ("Magellan"), an independent company, until May 31, 2020, to administer behavioral health benefits for BlueLincs HMO.

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