

DENSO

Member Guide

For Your Employee Assistance, Mental Health and Substance Abuse Benefits

Welcome to BHS!

Welcome to Behavioral Health Systems (BHS). Your employer has selected BHS to provide its employee assistance program, mental health and substance abuse benefits. This booklet will tell you about us, how our program works and how to use your benefits.

About Behavioral Health Systems

BHS specializes in managing mental health and substance abuse benefits. BHS has a preferred provider network of credentialed mental health care providers. We use independent (non-employee) providers to perform assessment and treatment services. This ensures an objective treatment process (our providers maintain full responsibility for the quality of care they provide). Based in Birmingham, Alabama, BHS has a network of over 11,000+ inpatient and outpatient providers across the nation. This lets us help you regardless of where you live.

BHS works on a fee-for-service basis. This means that your employer is billed and your provider is paid for those services that are actually provided. Neither BHS nor our providers can benefit from limiting your care.

Your Employee Assistance Program

Your Employee Assistance Program (EAP) is a professional service which provides free confidential sessions for assessment and counseling to eligible associates and dependents for mental health-related problems, including:

- Marital/Family
- Stress Issues
- Grief and Loss
- Financial/Legal
- Depression
- Eating Disorders
- ADHD/ADD
- Relationship Issues
- Substance Abuse
- Anxiety

What is Managed Care?

Managed care is a process which assures the most effective care without unnecessary care. Managed care programs for mental health and substance abuse benefits are becoming widely used by employers. These programs provide a high level of commitment to mental health care. BHS is your coordinator for employee assistance, mental health and substance abuse benefits. We perform precertification and concurrent review of all mental health and substance abuse treatment, both inpatient and outpatient.

BHS reviews all treatment plans for medical necessity and outcome, quality of care and length of treatment needed. Each treatment plan is individualized. Our job is to make sure that you receive quality care in the least restrictive treatment setting.

Covered Services

This Plan applies to all inpatient or outpatient mental health or substance abuse treatment when that problem is the primary* condition.

Your Plan provides benefits for hospital care, emergency care, substance abuse and goal-directed therapy services provided by one of our network providers.** Services include inpatient and partial hospital care, outpatient programs, psychiatrists, psychologists, counselors, social workers and therapists. Our network includes specialists in the care of adults, children and adolescents and in the area of substance abuse.

Your benefits also cover medically necessary individual and group therapy, and short-term marital and family therapy. However, there are no benefits for long-term family or marriage counseling, personal growth, psychoanalysis, court-ordered treatment or for chronic/maintenance level care.

Accessing Your Benefits

Call BHS before you seek treatment. Our regular business hours are 7:00 a.m. to 5:00 p.m., CT. We are available 24 hours a day, 7 days a week for emergencies. However, BHS is not a "crisis" or "hotline." We will not try to treat you over the phone. Our job is to help you get the care you need.

When you call us to access benefits, a Care Coordinator will ask you for basic information. We will schedule an appointment for a face-to-face assessment with one of the BHS network case managers in your area.

All services should be approved by BHS to be covered under your Plan benefits. Benefits may be approved for a certain number of days or visits. The number of approved days or visits is determined after a review of your treatment plan. Call BHS at 800-245-1150. If you do not call us, you may become responsible for payment of the care you receive.

If you need further treatment, and if benefits are available, we'll refer you to one of our network providers who specializes in your area of concern.

We'll let you know how much your copayments will be. Be ready to pay this to the provider at the time of each visit.

Emergency Situations

In an emergency, get the care you need, then call BHS as soon as possible. If you go to a hospital, show your Health Plan identification card in the emergency room or admitting office. Ask them to call BHS. A BHS network provider may visit you in the hospital for an assessment.

Confidentiality

Your right to confidentiality is protected under state and federal laws. Your provider will ask you to sign a release of information form so that we can perform our case management and claims processing duties.

We will communicate directly with the patient unless he or she is a minor, in which case we will communicate with the parent or legal guardian.

Transition Benefits

If you are already in treatment at the time this Plan becomes effective, call us. Be prepared to provide us with information regarding your care. We will discuss with you how you can use transition benefits.

We will make an appointment for an assessment with one of our network case managers if your treatment is expected to go past the number of transition visits available. Also, if your current provider is not in our network, we'll help you make the change to a provider who is.

Common Questions

1. Can I get evening or Saturday appointments?

Many of our providers do offer appointments at these times. However, most mental health providers have office hours like those of your family physician. Therefore, it is not always possible to schedule special appointment times.

2. How does BHS select the providers for its network?

To participate in our open network, a provider must meet our standards for licensure, experience, education, etc. He or she must agree with our philosophy of using the least restrictive treatment setting. Also, the provider must be willing to accept payment rates that are the same as other BHS providers.

3. Why must I have an independent assessment by a BHS network provider?

Your care needs cannot be determined or approved without a face-to-face assessment by a qualified, independent case manager. This assessment results in a treatment plan designed especially for you. After a referral for treatment, your BHS Care Coordinator will follow up with your

treatment provider to make sure your care is going smoothly. If you have concerns about your care, you may discuss them with BHS or with your provider. Remember, your provider is there to help you and to provide an objective opinion on your care needs.

4. Do I have to file claims myself?

No. Our network providers have agreed to file claims directly with us. However, you will need to pay your copayment at the time of your visit. If you receive a bill by mistake for services that have been approved by BHS, call your provider and remind them that you were referred through BHS. Or, call BHS.

5. Can I see a Master's prepared counselor through BHS?

Yes! Your company provides benefits for the many excellent Master's prepared counselors, therapists and social workers included in our network.

6. Why am I not provided with a list of BHS network providers?

BHS is your gatekeeper for mental health and substance abuse benefits. You must call us to use your benefits and schedule an appointment with a provider. Since we update our network daily with new providers, any list would be outdated before it reached you. Also, we know which network providers have the skills to meet your special needs.

To Access Benefits

- Call 800-245-1150
- Business Hours
7:00 a.m. – 5:00 p.m, CT
- 24 hours a day, 7 days a week
emergency access

Things to Remember

- Call BHS before you seek treatment.
- Be prepared to give a BHS Care Coordinator basic information regarding your situation.
- In emergencies, seek the care you need, then call BHS as soon as possible or have the hospital call us.

Contact Information

P.O. Box 830724
Birmingham, AL 35283
205-879-1150 • 800-245-1150
www.behavioralhealthsystems.com