

## 17 - Mental Health/Substance Abuse

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This section of the Provider Summary Guide (PSG) includes information specific to behavioral health. The provider is responsible for understanding and agrees to abide by the entire Provider Summary Guide.

SHL manages both the member's physical and behavioral health care benefits. The member can work with our behavioral health department to find a behavioral health care provider. If you have questions about behavioral health or wish to request care coordination for a member, please call Sierra Health and Life's behavioral health department, Behavioral Healthcare Options (BHO) at **(702) 364-1484** or **(800) 873-2246**.

### Access

Members in crisis have access to clinical support 24 hours a day, 7 days a week by calling BHO at **(702) 364-1484** or **(800) 873-2246**. BHO establishes standards for appointment access and after-hours care for our members:

- Routine behavioral healthcare – Access within ten business days
- At Risk Access-Urgent – Access within 48 hours
- Expedited-Crisis –Non-life Threatening Emergency Services- Access within 6 hours
- Stat-Life Threatening Emergency Services-Immediate Access

### Behavioral Health Benefits

Benefits include but are not limited to:

- Crisis Intervention
- Inpatient assessment and treatment:
  - Psychiatric
  - Substance Use Disorders
    - Detox
    - Treatment
- Outpatient assessment and treatment:
  - Partial hospitalization
  - Intensive outpatient
  - Medication management including injectable psychotropic medications
  - Outpatient therapy (individual, family, or group),
    - Individual
    - Group
  - Outpatient therapy for Substance Use Disorders
    - Individual
    - Group
    - Intensive Program
  - NowClinic-Telehealth (NRS 629.515, Members must be physically in Nevada at time of visit).

### **Authorizations**

Members may access all behavioral health outpatient services (mental health and substance use) without a referral. Prior authorization may be required for non-routine/intensive services, such as, Intensive Outpatient Program (IOP), or Partial Hospitalization Programs and non-emergent/urgent elective admissions to Inpatient.

BHO staff is available 24 hours a day, 7 days a week to receive *inpatient* authorization requests. For non-emergent authorizations, please contact the behavioral health department Monday to Friday 8am to 5pm for help to ensure prior authorizations are in place before rendering services. Get prior authorization by calling BHO **(702) 364-1484** or **(800) 873-2246**.

**Note:** Prior authorization of urgently/emergently needed care is NOT required. However, notification of such services is expected.

For additional information on **Authorizations**, please see **Section 7 Utilization Management**.

For additional information on:

- **Appeals**, please see **Section 7.9**.

### **Claims**

Submit Behavioral Health claim(s) to:

Sierra Health and Life Ins., Inc..  
Attention: Claims  
P. O. Box 15645  
Las Vegas, NV 89114-5645

For additional information on **Claims**, please see **Section 11 Claims**.

- **Behavioral Health Case Management (BHCM)** is a member's single point of contact to assist members with mental health, substance use disorders and medical needs. The BHCM provides their expertise to identify options by focusing on identifying psychosocial issues and anticipating and helping the client obtain resources. They use their expertise to identify options to provide the member support and reduce barriers, so that the member can achieve optimal care.
- **Peer Support Services** are individuals with lived experiences and recovery from mental health and/or substance use disorders. Peers extend the reach of treatment beyond the clinical setting into the everyday environment of those seeking a successful recovery.

To make a referral to Behavioral Health Case Management or Peer Support Services, call Behavioral Healthcare Options at **(702) 364-1484** or **(800) 873-2246**.