



Carrier Table

Aetna Life Insurance Company

Questions about BCHA services: Call 800-424-4047 for the Behavioral Health Customer Service Team

To request BHCA services, reference MA BHCA service and then the specific services as found on our website, as that information is readily available to our staff.

Staff will be able to identify if service are covered, or if not, whether it is because the plan is self-funded, out-of-state, or not yet renewed.

On website, look for Massachusetts – Behavioral Health and Child Adolescent Services.

Always Health Partners, Inc.

Questions about BHCA services: Call 844-451-3518, general customer service number for behavioral health topics, including BHCA.

To request BHCA services, members can refer to BHCA services as a bucket of services or specifically ask about the services themselves (i.e.: In-Home therapy/Family Support Treatment, In-Home Behavioral Services, and Intensive Care Coordination).

Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, out-of-state, or not yet renewed.

On website, members can find information on BHCA service on the “Live and Work Well” site. Providers can find information on the Provider Express – Massachusetts Provider Resources.



BlueCross and Blue Shield of Massachusetts

Questions about BHCA services: Members should call the number on their member ID card. This phone number is unique to their employer or account. It is a general service number.

To request BHCA services, members should ask for BHCA services by referring to them as “Intensive Community Based Treatment” (ICBT). Associates have been trained to guide members through questions on Intensive Community Based Treatment.

Associates will be able to inform members if the self-funded plan does not have the benefit, or not yet renewed.

On website, BCBSMA details ICBT services on their provider portal site. (Note – these describe Intensive Outpatient Programs and Partial Hospital Programs, don’t appear to include descriptions of the specific BHCA treatments).

Boston Medical Center Health Plan, Inc.

Questions about BHCA services, call 888-217-3501. This is a general number. Members should follow prompts for Behavioral Health.

To request BHCA services, members should ask about the specific service they are seeking information about, or about BHCA in general. They can ask for a “CBHI specialist” to get more information or if they are not confident they got the right information.

Staff will be able to identify if services are covered, or if not, whether it is because the plan is self-funded, or not yet renewed.

Website suggests calling for the most accurate information or checking published member documents.



Cigna Health and Life Insurance Company

Questions about BHCA services, consumers should call the number on the back of their card, or 800-244-6224. This is a general number. Customers/providers should follow prompts for Behavioral Health and get connected to one of the Behavioral Health Personal Advocates/National Authorization Team.

To request BHCA services, the consumer should ask for the specific BHCA service in question as they are outlined in the bulletin (In-home therapy, Intensive Care Coordination, etc.). Staff will be able to identify if services are covered, or if no, whether it is because the plan is self-funded, out-of-state, or not yet renewed.

Website for fully insured members provides their certificate of coverage on myCigna.com which will have descriptions of the covered benefits.

ConnectiCare of Massachusetts, Inc.

Questions about BHCA services, call 888-946-4658 which is a general number.

To request BHCA services, customers should ask about BHCA benefits.

Staff will be able to tell customers if they are eligible for BHCA services, and if not, explain the reason(s) why.

Website information located on Optum's Live and Work Well website.

Fallon Community Health Plan, Inc.

Questions about BHCA services, call 888-421-8861. This is the number for Beacon Customer Service which administers behavioral benefits.

To request BHCA services, members should ask either about BHCA benefits, or for information about a specific service they are seeking.

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s) why.

No information currently on the website. Carrier suggest calling or checking published member documents.



Harvard Pilgrim Health Care, Inc.

Questions about BHCA services call 888-7778-4742. This is a general number.

To request BHCA services, members should request BHCA or a specific BHCA service.

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s) why. Members also have access to their benefits using Optum's Live and Work Well website.

No BHCA information currently on the website. Carrier suggest calling for information or questions.

Health New England, Inc.

Questions about BHCA services call 413-787-4004 or 800-310-2835. This is a general number. (Note: Some BHCA services are accessed through MBHP – if members ask for these, they will be redirected to MBHP.)

To request BHCA services, members may refer to services as CBHI or BHCA services or by each individual service. (For Intensive Care Coordination or In-Home Behavioral Services, members will be redirected to MBHP.)

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s) why.

No information on the website. Covered services may be found in member EOC/SPD's.

Tufts Associated Health Maintenance Organization, Inc.

Questions about BHCA services, call 800-208-9565. This is a behavioral health specific phone number.

To request BHCA services, members and providers should use the term "BHCA" when asking about services.

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s) why.

No information on the website. Members can find information in their Evidence of Coverage document through the secure member portal. <https://tuftshealthplan.com/provider/behavioral-health/commercial/program-information>



Tufts Health Public Plans, Inc.

Questions about BHCA services, call 888-257-1985. This is a general number.

To request BHCA services, members and providers should use the term “BHCA” when asking about services.

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s) why.

No information on the website. Members can find information in their Evidence of Coverage document through the secure member portal. <https://tuftshealthplan.com/provider/behavioral-health/commercial/program-information>

United Healthcare Insurance Company

Questions about BHCA services, call the customer service phone number listed on the member ID card. Members should be connected with United Behavioral Health or Optum.

To request BHCA services, if a member or provider uses the following outpatient service or residential terms, Optum will work with the member or provider to discuss BHCA services:

For Outpatient: In-Home Therapy/Family Stabilization (FST); In-Home Behavioral Services; Mobile Crisis Intervention; Intensive Care Coordination

For Residential: Community Based Acute Treatment (CBAT); Intensive Community Based Acute Treatment (ICBAT)

Consumers will be able to find out if they are eligible for BHCA services, and if not, find out the reason(s).

No information for members on the website. The Optum provider portal includes information about BHCA services at the following link: <https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMA.html>