

**IMPORTANT - NOTICE OF BENEFIT BOOKLET AMENDMENT
RETAIN FOR YOUR FILES**

Date 10/21/2019

Group Administrator

Please share this
information with your
employees.

Re: Notice of Revisions to Mental Health/Substance Abuse Services to Your Benefit Booklets

Dear Group Administrator,

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) revised the administration of mental health/substance abuse sections of your benefit booklet(s). This change is effective January 1, 2020.

You will find an attachment called "Recent Changes." This will replace language in your benefit booklet(s). Please give a copy of this to your employees. We will update your benefit booklet(s) online as soon as possible.

If you have questions, please call your Blue Cross NC strategic client consultant.

Thank you for choosing Blue Cross NC. We're thankful for the opportunity to serve you.

Sincerely,



Steve Crist
Vice President, Major Group Segment

Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® - Marks of the Blue Cross and Blue Shield Association.

RECENT CHANGES

This section lists recent changes, which may include additions, deletions or revisions to your benefit booklet. These changes supersede language that appears elsewhere in your benefit booklet, and are effective at the start of your BENEFIT PERIOD (see “Summary of Benefits”) unless otherwise noted.

Revisions to Your Mental Health/Substance Abuse Services (Effective January 1, 2020)

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) currently contracts with Magellan Behavioral Health (Magellan) to administer your mental health and substance abuse (behavioral health) services. Effective January 1, 2020, these behavioral health services will be provided by Blue Cross NC. Please note your behavioral health benefits are not changing as a result of Blue Cross NC administering these benefits. If you have any questions, you can call Blue Cross NC Customer Service at the number on the back of your ID CARD.

Any references to Magellan in your booklet no longer apply as of January 1, 2020.

Please see the information below for other changes to your benefit booklet:

Who To Contact?

Within the section entitled “Who To Contact?” the mental health and substance abuse benefits vendor contact information for Magellan Behavioral Health is deleted in its entirety and replaced with the following:

Behavioral Health: 1-800-359-2422	For questions about your mental health and substance abuse benefits and claims.
---	---

COVERED SERVICES

ADAPTIVE BEHAVIOR TREATMENT

Within the section entitled “COVERED SERVICES,” if your plan offers ADAPTIVE BEHAVIOR TREATMENT, this service will no longer require PRIOR REVIEW and CERTIFICATION.

Mental Health and Substance Abuse Services

Any PRIOR REVIEW and CERTIFICATION requirements still apply to mental health and substance abuse services as well as any penalties. However, effective January 1, 2020, PRIOR REVIEW and CERTIFICATION must be requested and received from Blue Cross NC. Information about which services require PRIOR REVIEW can be found online at [www.bluecrossnc.com/providers/medical-policies-and-coverage/prior-plan-review] or you can call Blue Cross NC Customer Service.

Need to Appeal a Decision?

Within the section entitled “Need to Appeal a Decision?,” the reference to mental health and substance abuse appeals being delegated to a third party vendor no longer applies.