

# BIO-BEHAVIORAL MEDICAL CLINICS, INC.

## MENTAL HEALTH REFERRAL PROCEDURE

Bio-Behavioral Medical Clinics, Inc. (BBMC) is a managed mental health care company committed to quality care. The physicians and therapists associated with BBMC have a variety of clinical experience and expertise. Our group offers crisis intervention, brief counseling, medication evaluations and management. We serve adults, children, adolescents and families.

To access BBMC mental health system, Fax client data to 437-1118 (Case Management Dept.). If unable to Fax, call 437-1111 with all necessary information. Please forward patient demographics, copy of the insurance card and diagnosis. Please verify demographics with the patient prior to referral. Also include any medical information pertaining to the diagnosis, as this is helpful in determining patient care. Based on the information from the primary care physician (PCP), the patient/client will be assigned to the appropriate physician or clinician for treatment.

Many insurance plans have mental health management groups called "carve-outs." These management groups have their own list of contracted providers. The member must call to access the benefit at which time an authorization is given. In many cases the member can self refer although we prefer that the primary care physician refer a patient. BBMC providers have developed contracts with these Behavioral Health management companies and can therefore request a BBMC provider. The member can call the 800# on back of their card or any of the following to access their mental health benefit:

Blue Shield HMO	United Behavioral Health	1-877-263-8827
Health Net HMO	Managed Health Network	1-888-426-0030
PacifiCare HMO	PacifiCare Behavioral Health	1-800-999-9585

If you have any questions about our panel or referral procedures, please call 437-1111.

### REFERRAL PROCESS

- Primary Care Physician identifies need for mental health services.
- Fax (437-1118) or phone (437-1111) client information to BBMC.
- Forward patient demographics, copy of the insurance card, and appropriate referral form (if applicable) in addition to diagnosis and pertinent medical information.
- BBMC assigns the client to a MD or Therapist with follow-up notification to the PCP.
- Documentation of assessment, treatment plan, and discharge summary is sent to the PCP or referring provider upon written authorization from the patient/client.