

# Frequently Asked Questions: Behavioral Health Services

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## Ensuring quality behavioral healthcare and dedicated customer service

Providence continually takes steps to ensure members have prompt access and compassionate assistance to the care they need. Beginning Jan. 1, 2021, members will now have one consolidated access point for all behavioral health and medical services through the same customer service phone number and online member portal.

### What's changing for Providence Behavioral Health?

Providence will be working closely with behavioral health providers by contracting with them directly to be a part of our integrated provider network in order to provide members greater quality care and thoughtful care management while keeping cost of care affordable. Additionally, all online benefit and claims records for behavioral health will be consolidated in the same place as all other medical services on [myProvidence.com](https://myProvidence.com).

### What's the new behavioral health phone number for members to call?

1-800-878-4445

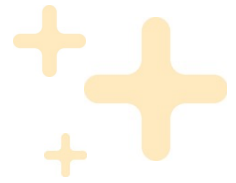
### Are behavioral benefits changing for members?

No, behavioral health benefits will remain the same for members. Providence will be issuing new member ID cards with updated contact information for seeking services and accessing benefit information.

### How do members find out if a provider is in-network?

On Oct. 1, 2020, Providence's provider directory will be updated to reflect the new providers and facilities that will be available in-network starting Jan. 1, 2021. Additionally, in the rare situation that a current in-network provider will become out-of-network on Jan. 1, 2021, a message will be displayed clearly in the provider directory indicating the future change in status.





**What happens if a member is receiving current treatment with a provider or facility that will no longer be in-network starting Jan. 1, 2021?**

It is expected to be infrequent, but in the event that a current in-network behavioral health provider or facility will become out-of-network on Jan. 1, 2021, Providence will work with members to find a suitable in-network provider. If there is a member who is receiving current and ongoing treatment by an out-of-network provider or facility, and needs assistance to ensure care is uninterrupted, Providence will work with the member and current provider to establish a plan for care and transition to an in-network provider at an appropriate future point.

**Can a member's current behavioral health provider become in-network? If so, how?**

If an out-of-network provider who currently serves a Providence member is interested in contracting with Providence, the provider should direct any questions to Providence's Provider Relations team at 1-800-603-2340.

**What if a member needs to see a provider outside the Providence network area?**

We want to make sure all members can access the help they need, wherever they may be located. For those outside the Providence network area, we are partnering with a national provider network for behavioral health called Beacon Health Options. Providers contracted with Beacon outside the Oregon/Southwest Washington area will be treated as in-network for Providence member benefits beginning Jan. 1, 2021.

