



Behavioral Health Treatment Options for Your Patients



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When a patient presents with behavioral health symptoms, getting them the appropriate care is vital. Sending a patient to the ER might be the first choice in some situations, but there are many treatment options to consider.

Types of Care

We offer Care Management support for providers and guidance about levels of care or treatment options based on each member's unique behavioral health needs. Depending on the condition and severity of symptoms, a patient could be referred to a variety of treatment options or supports. These could include:

- › **Community Mental Health Centers**, which connect individuals with behavioral health case managers, therapists and medication management providers working together in an outpatient setting.
- › **Crisis Stabilization Units**, a short-term placement option offering around-the-clock care for people experiencing psychological crisis.
- › **Inpatient Psychiatric Care**, which offers around-the-clock care to individuals needing intensive care for severe behavioral health conditions, acute psychiatric symptoms, self-harm or other harmful behaviors.
- › **Residential Treatment Centers**, treatment programs with varied lengths of stay which include around the clock care for behavioral health conditions and substance use disorders (SUD).
- › **Therapy**, including office-based, outpatient therapy or intensive community-based treatment, including Comprehensive Child and Family Treatment (CCFT) for families or Applied Behavior Analysis (ABA) for children with autism spectrum disorder.
- › **TNStart and Project Transition Systems of Support (SOS)**, are Assessment and Stabilization Teams, which are available for individuals with Intellectual and Developmental Disabilities (IDD) with complex behavioral and mental health needs.
- › **Supported Housing** services are wrap-around behavioral health/psychiatric rehabilitation services preparing individuals experiencing a severe mental illness (SMI) for independent living in the community while allowing them to live in community settings. It can be appropriate for individuals with behavioral health diagnoses and other co-occurring diagnoses including medical, IDD and SUD conditions. Supported Housing providers direct care staff 24 hours a day, seven days a week. It doesn't include room and board payment.

Understanding Where to Start

Some patients might present with urgent needs, while others may just need additional supports.

Patients in Crisis

Mobile crisis can help stabilize and quickly get people the care they need. For members with IDD, TNStart and Project Transition programs can be used in tandem with Mobile Crisis. These supports can address non-crisis situations that may lead to members being sent to the ER.

Patients with Non-Medical Risk Factors

Many may need help with housing, food or transportation. Providers should encourage our members to contact Case Management in addition to statewide or local advocacy groups and resources.

Patients Needing Follow-Up Care/ Outpatient Services

If patients don't need crisis or urgent care, directing them to outpatient services ensures they're connected to therapy and case management options.

Patients with SUD

For those dealing with SUD/ODU, treatment can range from outpatient counseling, intensive outpatient counseling, inpatient, detox and residential. Buprenorphine Enhanced Medication Assisted Recovery and Treatment (BESMART) Program, an outpatient program for OUD, is available, as are community groups that offer recovery support.



For more information about our Behavioral Health resources, please visit <https://provider.bcbst.com/working-with-us/behavioral-health/> or call **1-888-416-3025**. Patients can also call or text 988 for immediate crisis response.



