



IAMHP

ILLINOIS ASSOCIATION OF
MEDICAID HEALTH PLANS

**IAMHP Behavioral
Health Toolkit
For Providers**

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IAMHP is a member organization representing all Medicaid Health Plans. Together we are committed to improving the quality of healthcare for all Illinois residents.

Behavioral Health Benefits

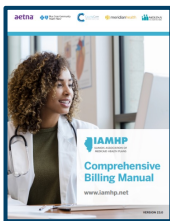
Over the past several years of the COVID-19 pandemic, behavioral health needs have drastically increased across the country as people cope with periods of social isolation, anxiety, depression and grief. The Illinois Medicaid program offers a comprehensive array of behavioral health benefits to address the challenges that our Medicaid members are facing.

This page serves as a guide to behavioral health benefits covered in Illinois.

Medicaid Behavioral Health Benefits:

- Mental health assessments
- Treatment plans
- Case management
- Crisis intervention
- Mental health intensive outpatient care
- Rehabilitation
- Prescription drugs for mental health and substance use treatment
- Therapy/counseling
- Day treatment services
- Detox services
- Ancillary psychiatric diagnosed services
- Community-based behavioral health services
- Residential treatment for substance use
- Medication-assisted treatment (MAT)

Billing Resources:



The IAMHP Comprehensive Billing Manual provides support and guidance to contracted Medicaid managed care providers on how to bill for services to Medicaid members. For more information on billing, visit the IAMHP website to view this helpful resource: [IAMHP Comprehensive Billing Manual](http://www.iamhp.net).

MCO Mental Health Support

In the United States, it is estimated that 1 in 5 adults and 1 in 6 youth experience a mental health condition each year. For Medicaid members struggling with behavioral health conditions, it is critical to emphasize that they are not alone. Medicaid health plans can help a member access the mental health services they need.

MCO Behavioral Health Support

If a member needs assistance with accessing behavioral health services, the member can call their health plan's Member Services line. Health plan staff are available 24/7 to refer members to services in their area.

- **Aetna Better Health:** 1-866-329-4701
- **Blue Cross and Blue Shield of Illinois:** 1-877-860-2837
- **CountyCare:** 1-312-864-8200
- **Humana:** 1-800-787-3311
- **Meridian:** 1-866-606-3700
- **Molina Healthcare:** 1-855-687-7861

All Medicaid health plans offer a 24-hour Behavioral Health Crisis Line staffed by qualified mental health professionals. Crisis line staff can answer questions, assess a member's mental health, and provide and coordinate services as needed.

- **Aetna Better Health:** 1-866-329-4701
- **Blue Cross and Blue Shield of Illinois:** 1-800-345-9049 (CARES line)
- **CountyCare:** 1-800-345-9049 (CARES line)
- **Humana:** 1-855-371-9234
- **Meridian:** 1-800-345-9049 (CARES line)
- **Molina Healthcare:** English: 1-888-275-8750 and Español: 1-866-648-3537

988 Suicide and Crisis Lifeline

To ensure equitable access to mental health support, it is critical for Medicaid members to have easy-to-access resources where they can get help from qualified mental health professionals.

In July 2022, the 988 Suicide and Crisis Lifeline was implemented in Illinois and across the country as a new, easy to remember three-digit phone number where free and confidential support is available 24/7 nationwide for anyone experiencing a mental health or suicide crisis, or any other kind of emotional distress.

The new 988 Lifeline replaces the National Suicide Prevention Lifeline (800-273-8255). This phone number remains in existence, and Medicaid members will be referred to 988 from that number.

What will happen when a member calls 988?

A member can contact the Lifeline by phone using 988. Text and chat are available at certain call center locations but will be expanded to all call centers at a later date.

Trained crisis counselors will help the individual and/or their family members through the crisis and, if appropriate, connect them with resources in their community. In some locations, it may also be possible to dispatch a mobile crisis team, if needed.

How does 988 compare to 911?

If a life-threatening crisis is underway (ex: a suicide attempt in progress), then 911 is the best number. For individuals experiencing suicidal thoughts or experiencing a mental health or substance use crisis, 988 provides a trained crisis counselor who can effectively deescalate the person's distress and provide connection to local resources.

State Behavioral Health Resources

Illinois Helpline

If a Medicaid member is seeking treatment services for substance use, the Helpline is a statewide, public resource for finding substance use treatment and recovery services in Illinois. Helpline services are free and confidential.

To speak with a Helpline specialist for support and advice, Medicaid members can call the Helpline at 833-234-6343 24 hours a day, 365 days a year. The Illinois Helpline also includes a resource to find substance use treatment and recovery services near you. Click [here](#) to help a member locate services.

Illinois Call4Calm Text Line

If a member or their loved one are struggling with stress related to the COVID-19 pandemic and need emotional support, instruct them to text TALK to 552020 for English or HABLAR for Spanish. This service is free and available 24 hours a day, 7 days a week.

Anyone seeking assistance will remain anonymous and will only be asked for their first name and zip code, which enables the service to link the member to a counselor in their area who is knowledgeable about local resources.

Illinois Warm Line

If a member or their loved one has mental health and/or substance use challenge and would like to receive support by phone, they can call the Illinois Warm Line at 1-866-359-7953. The Warm Line is staffed by Wellness Support Specialists which are professionals who have experienced mental health and/or substance use recovery in their own lives. The Warm Line is not a crisis hotline but is a source of support for Medicaid members.

- Hours of Operation: Monday through Saturday, 8:00 a.m. - 8:00 p.m. except holidays

Naloxone Info and Coverage

As we all collectively work to end the opioid epidemic in Illinois and nationwide, access to treatment and overdose reversal drugs are critical to supporting people who experience opioid addiction. Our member Medicaid health plans remain committed to preserving access to life-saving interventions for the members they serve.

What are the signs of an opioid overdose?

If you observe any of the following symptoms, call 911 and treat the person with naloxone if available:

- Face is extremely pale and/or feels clammy to the touch
- Body goes limp
- Fingernails or lips have a purple or blue color
- Vomiting or making gurgling noises
- Cannot be woken up or is unable to speak
- Breathing or heartbeat slows or stops

What is naloxone?

Naloxone is an opioid antagonist and is used for the emergency treatment of a known or suspected opioid overdose. Naloxone can be administered through an injection or nasal spray and becomes effective immediately.

Medicaid Coverage of Naloxone

Naloxone is covered under the Illinois Medicaid program without prior authorization and at no cost to the Medicaid member.

Starting January 1, 2023, all prescribers in Illinois will be required to provide education on opioid addiction with any opioid prescription and make naloxone available or education on the standing order. Naloxone must be dispensed at the point of care.

Medication-Assisted Treatment

Research shows that medication-assisted treatment (MAT) significantly increases a person's adherence to treatment and reduces illicit opioid use compared to psychosocial treatment on its own. Under the Illinois Medicaid program, all Medicaid health plans are required to cover medication-assisted treatment.

What is Medication-Assisted Treatment?

Medication-Assisted Treatment (MAT) is the use of medications, alongside counseling and behavioral therapies, to treat opioid use disorders (OUD). MAT provides a "whole-patient" approach to treat addiction to opioids. MAT helps treat OUD by helping normalize brain chemistry and relieve physical cravings without the negative effects of illicit opioid use.

There are three FDA-approved medications used in MAT: methadone, buprenorphine, and extended-release naltrexone.

What are the Benefits of MAT

- Reduces opioid overdose deaths
- Reduces illicit opioid use
- Allows patients to learn skills and build the social network necessary for long-term recovery
- Improves maternal and fetal outcomes for pregnant or breastfeeding people

Why Is Increasing Access To MAT Important?

- Despite decades of research showing the success of MAT in OUD treatment, MAT is still not widely used across the healthcare system.
- Misconceptions contribute to resistance amongst healthcare providers and community organizations to utilizing MAT. While MAT may not be the solution for everyone, the research shows that MAT is a highly effective tool in the treatment of OUD that has improved many people's lives.