

Provider Network

Mental Health Month Benefit Reminders

May is Mental Health Awareness Month, and we want to take this opportunity to remind you that together, we can help increase awareness of programs and services designed to support overall health and well-being.

As providers, you know that mental health plays an important role in physical health and overall wellness. It can influence how effectively individuals manage their work, personal responsibilities and everyday challenges. Just like physical health, mental health requires ongoing care to build resilience and maintain balance.

When a patient is struggling with daily activities, navigating difficult life situations or feeling overwhelmed, stressed or depressed, you can help guide them to the mental healthcare they need, when they need it most.

Blue Cross and Blue Shield of Louisiana (Louisiana Blue) offers a variety of programs and services that provide helpful tools and treatments to support members. Here are some tips on how to support your patients' mental health and direct them to learn more about these convenient resources.

Primary Care Provider

We encourage members to "check in at every check-up," and their primary care provider (PCP) is a great place to start. PCPs can recommend a treatment plan, prescribe medication or refer them to a specialist for further treatment.

Health Coaching

Louisiana Blue health coaches work with members to find social service community organizations and resources close to them, connect with behavioral health providers in their network or build up skills to be resilient in difficult situations. Health coaches are available for Louisiana Blue members with long-term health conditions and serious injuries or illnesses through our Care Management programs, which now include behavioral health case management services. If you have Louisiana Blue patients whom you feel may benefit from health coaching, providers can refer eligible Louisiana Blue patients to our Care Management programs. Visit this page to see referral options: www.lablue.com/managingcare.

Telehealth

Many behavioral health providers now offer telehealth services for our members' comfort and safety. Like an in-person visit, this is a great option to get care for routine, non-emergency illnesses or check-ups for long-term conditions. Your Louisiana Blue patients can use the MyLABlue digital platform (app or online portal) to find network providers who offer telehealth services. If you offer care via telehealth, let your patients know how they can sign up for those services.

For more information about any of these programs or services, contact your Provider Relations representative. If you do not know who your representative is, please contact provider.relations@lablue.com.