Provider Relations Contact List for Managed Care & Insurance Panels
Revised 10/08

"As a service to members, the American Counseling Association has partnered with Walsh and Dasenbrook, consultants in counseling practice management, to offer a series of bulletins on various private practice topics. This series includes timely information on starting or expanding a private practice, informed consent, HIPAA, managed care and insurance companies and strategies for enrolling as providers."

Walsh and Dasenbrook have co-authored, *The Complete Guide to Private Practice for Licensed Mental Health Professionals 3rd edition*. Their Guide contains the latest information on marketing, advertising, office procedures, dealing with managed healthcare and insurance billing. It also contains a CD-Rom with all the forms necessary for your practice. The Guide can be purchased through their web site at Counseling-PrivatePractice.com. For more information you can contact the authors at 3703 N. Main St. Suite 100 Rockford, IL. 61103 815.877.0399
IMPORTANT UPDATES!

NPI

All mental health providers will be required to apply for a provider identifier number by the Department of Health and Human Services through the HIPAA regulations of 1996.

New Information from Health and Human Services:
National Provider Identifier
For Health Care Providers

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of a standard unique identifier for health care providers. The National Plan and Provider Enumeration System (NPPES) collects identifying information on health care providers and assigns each a unique National Provider Identifier (NPI).

Information can be obtained at their website [http://www.cms.hhs.gov/hipaa/hipaa2/npi-provider.pdf](http://www.cms.hhs.gov/hipaa/hipaa2/npi-provider.pdf) and an application can be downloaded at [https://nppes.cms.hhs.gov/NPPES/Welcome.do](https://nppes.cms.hhs.gov/NPPES/Welcome.do)

CAQH

[https://caqh.geoaccess.com/oas/](https://caqh.geoaccess.com/oas/)

CAQH is the Council for Affordable Quality Healthcare. Through CAQH a counselor can submit a credentialing application that can be accessed by over one hundred insurance and managed health care companies. We recommend you go thru Aetna's Credentialing Customer Service Dept. at 800-353-1232 and ask to be referred to CAQH to receive an "identification number". Online, Aetna has a helpful link on their website that will facilitate this process, [http://www.aetna.com/provider/credentialing.html](http://www.aetna.com/provider/credentialing.html). Just fill out the Aetna application request form and you will be added to their CAQH - Aetna Provider Application Roster. You can try this or you may want to contact Netsource Billing (Donna 866-441-1591) who will process your CAQH application for a fee.

HIPAA

Health Insurance Portability and Accountability Act
Department of Health & Human Services - HIPAA
The official central governmental hub for all HIPAA issues including rules, standards and implementation...
LIST OF MANAGED CARE, INSURANCE COMPANIES, AND EMPLOYEE ASSISTANCE PROGRAMS ACCEPTING LICENSED MENTAL HEALTH PROFESSIONALS AS PROVIDERS OF MENTAL HEALTH SERVICES
(UPDATE 10/08)

The following list has been compiled from information collected from practicing therapists. Comments regarding payment, paperwork, and time length for payment is anecdotal and not provided by the Managed Care or Insurance Company and is provided as a service to inform practicing therapists. The American Counseling Association takes no responsibility for contents.

*National Companies
(note: We have found several managed care companies have considered requests for an increase in reimbursement amounts to providers. A call to provider relations asking for “a raise” may be beneficial.)

AETNA *National
(covers 11 million)
UOP Station
P.O. Box 2907
Minneapolis, MN 55402
http://www.aetna.com/provider/credentialing.html
1-800-353-1232
$75 initial session, $65 individual psychotherapy session

AMERICAN BEHAVIORAL * National
(covers 800,000 members and growing)
550 Montgomery Highway, Suite 300
Birmingham, AL 35216
http://www.americanbehavioral.com/showandtell.asp?id=25274
1-(800) 677-4544
$60 individual psychotherapy session

ACI, A Specialty Benefits Corporation  *National
5414 Oberlin Dr. Suite 240
San Diego, CA 92121
P: (800) 932-0034
F: (858) 452-7819
www.acieap.com

AMERICAN PSYCH SYSTEMS/ APS Healthcare (Maryland) and *National
(covers 20 million)
6705 Rockledge Drive Ste. #200
Bethesda, MD 20817
1-800-888-1965
$65
http://www.apshealthcare.com/provider/ProviderHome.htm
BENEFIT ADMINISTRATIVE SYSTEMS, LTD (Illinois) and various regions
17475 Jovanna Drive, Suite #1B
Homewood, IL 60430-4623
1-708-799-7400
http://benadmsys.com/
note: administers PHCS, CCN, Beach Street, MultiPlan, ABCCompany
payment varies

BEHAVIORAL HEALTH SYSTEMS, INC. *National
Two Metroplex Drive, Ste. #500
Birmingham, AL 35209
1-800-245-1150
http://www.bhs-inc.com/providers/BecomeABhsProvider.asp

BEHAVIORAL HEALTHCARE OPTIONS *National
P.O. Box 15645
Las Vegas, NV, 89114-5645
1-702-364-1484
http://www.behavioralhealthcareoptions.com/body.cfm?id=8

BENESIGHT / UMR*National
P.O. Box 350
Pueblo, CO 81002
1-877-396-4834
www.benesight.com
$70 total w/$25 co-pay

BLUE CROSS/BLUE SHIELD OF IL
233 N. Michigan Avenue
Chicago, IL 60601-5655
http://www.bcbsil.com/provider/credentialing/contract.htm
85% of usual and customary, little paperwork, quick payments

BLUE CROSS/BLUE SHIELD NEW YORK
1-800-342-3494
1-800-552-6630 provider relations
1-800-261-5962
affiliated with Magellan
http://www.empireblue.com/home-providers.html
BLUE CROSS/BLUE SHIELD MICHIGAN
1-800-822-2761

BLUE CROSS/BLUE SHIELD VARIOUS STATES
Each state has its own BC/BS
Online web search: Blue Cross Blue Shield (type in your state)

BSSI/ BENEFIT SYSTEM AND SERVICE INC. (Illinois)
760 Pasquinelli Dr
Suite 320
Westmont, IL, 60559
1-630-789-2082
http://wwwenefit-sys.com /
$74, $51.80 w/ $22.20 copay

CERIDIAN (LIFEWORKS)
Minneapolis, MN
(covers 7 million)
800-367-3920

CHRISTIAN BROTHERS EMPLOYEE BENEFIT PPO (Illinois)
1205 Windham Parkway
Romeoville, IL 60446-1679
1-800-807-0400

CHESTNUT EAP
www.chestnut.org/eap
$55-75, 3-6 session limits

CIGNA  *National
P.O. Box 46270
Eden Prairie, MN 55344
1-800-442-2353/ 1-888-800-8849 x7064
$50 in network plus $10 co-pay, extensive paperwork
Michigan and New York 1-800274-7603
http://www.cigna.com/health/provider/

COMMONWEALTH ADMINISTRATORS/CHA HEALTH/ HUMANA
PO Box 3079
Lexington, KY 40588
1-800-457-5683

COMMUNITY CARE NETWORK/CCN/ COVENTRY  *National
1-800-937-6824 / 1-800-247-2898
http://www.firsthealth.com/
$75.50 w/$10 co-pay
COMPREHENSIVE BEHAVIORAL CARE/ COMP CARE
(FL,CA,CT,DC,GA,IN,MC,TX,PA,MD)
619 Oak Street
Tampa, FL 33607
1-813-288-4808 (press 1)
http://comprehensivecare.com/

COMPSYCH BEHAVIORAL HEALTH CORP. * National
NBC Tower 24th Floor
455 N. City Front Plaza Drive
Chicago, IL 60611
1-800-557-1005
60% of usual and customary, $10 co-pay/ EAP $30, $0 co-pay, extensive paperwork and utilization review.

CORESOURCE/ MATRIX *National
1-800-886-1171
https://www.coresource.com/Members/Providers/
80% of usual and customary after deductible

CORPHEALTH, INC. *National
1300 Summit Avenue Ste #600
Forth Worth, TX 76102
1-800-890-8288
http://corphealth.com/providers/

EMPLOYEE ASSISTANCE PROGRAMS AND CONTACT INFORMATION LIST (*important national comprehensive list of EAP’s)
http://www.eaplist.com/

EMPLOYEE SERVICES INC.
(CT,MA,NJ,PA)
1-800-821-5054
https://www.theeap.com/main/1078770254/

FAMILY ENTERPRISES, INC./ FEI BEHAVIORAL HEALTH *National
(covers 2 million)
11700 West Lake Park Drive
Milwaukee, WI 53224
http://www.feinet.com/providersrequest.htm
1-800-782-1948 (press 5)
FIRST ADVANTAGE
(CA, IL, FL, NY, WA)
http://www.fadv.com/eapsap/

FIRST HEALTH SERVICES, INC. *National
501 Great Circle Road #300
Nashville, TN 37228
1-800-598-6462
http://www.firsthealth.com/

GEN AM BENEFITS/ GREAT WEST / with CIGNA(Midwest States Only)
P.O. Box 190018
North Charleston, SC 29419-9018
1-888-663-8081,
https://www5.greatwesthealthcare.com/Providers/home.aspx
MD referral necessary. 100% usual and customary. W/o MD ref 50% u+c

GUARDIAN (affiliated with CORPHEALTH) *National
P.O. Box 8007
Appleton, WI 54913
1-800-873-4542

HEALTHLINK (IL, MO Only)
788 Office Parkway
St. Louis, MO 63141
1-800-624-2356 x4180
1-800-392-8740 x34527

HEALTH MANAGEMENT CENTER *National
Affiliated w/MHN
Credentialing 1-800-541-3353, 6:00 AM - 5:00 PM Pacific
Monday - Friday
$60, extensive paperwork

HEALTH STAR/MEDCARE MANAGEMENT *National
1-800-367-1934
$34 ins, $34 co-pay, no paperwork

HELPNET INC. EAP
(west of Rockies, and NY, NJ)
1-800-443-5766
www.hnweb.com
THE HOLMAN GROUP *National
21050 Vanowe Street
Cahoga Park, CA 91303
1-800-824-2932
www.holmangroup.com

HORIZON BEHAVIORAL HEALTHCARE MANAGEMENT CORP. *National
(covers 5 million)
Acorn Building
134 N. Narbeth Ave
Narberth, PA 19072
1-800-223-7050 (press 0 for operator)
http://www.horizonhealth.com/
$60, no balance billing, no co-pay

HUMANA EMPLOYERS HEALTH *National
1100 Employers Blvd.
Green Bay, WI 54344
(See Corphealth)
In network 50% u&c, 50% co-pay

INTEGRA *National
(see MHN)
1060 First Avenue Ste. #400
King of Prussia, PA 19406

INTEGRATED BEHAVIORAL HEALTH *National
P.O. Box 30018
Laguna Nigel, CA 92607-0018
1-800-395-1616
http://www.ibhcorp.com/providers/
3 years post license experience to be paneled

KAISER PERMANENTE
(credentialing through American Psych Systems)
1-800-810-4766
http://www.apshealthcare.com/provider/ProviderHome.htm

MAGELLAN BEHAVIORAL HEALTH *National
(covers 24 million)
5565 Sterret Place Ste #500
Columbia, MD 21044-2611
1-800-788-4005
www.magellanprovider.com
$60 w/ $20 co-pay, 20 visits per year, pre-auth needed, medium amt. paperwork
MAMSI  (MD,DC,DE,PA,VA)
4 Taft Ct.
Rockville, MD 20850
1-877-842-3210
http://www.mamsiunitedhealthcare.com/w/index.jsp
(Affiliated w/ UHC)

MANAGED HEALTH NETWORK  *National
(covers 10 million)
1600 Los Gamos Drive Ste. # 300
San Rafael, CA 94903
1-800-541-3353
$65 initial assessment, $60 individual psychotherapy, in network only, no balance billing, extensive paperwork and re-authorizations

MULTIPLAN  *National
115 5th Avenue
New York, NY 10013
1-800-546-3887
http://www.multiplan.com/providers/
$68/ $10 co-pay

NEW DIRECTIONS BEHAVIORAL HEALTH
Shawnee Mission, KS
(covers 1.6 million)
$65 initial assessment, $60 individual

NCPPO (Maryland, DC, parts of Delaware)
P.O. Box 5537
Springfield, VA 22150
1-800-346-1520

OASIS HEALTH CARE  *National
1-800-531-0200 x402
http://www.oasishealthcare.com/online/providers.htm
$70, $15 co pay
25 session/year

OPTUMHEALTH BEHAVIORAL SOLUTIONS
http://www.ubbonline.com/cred/credIndex.html; www.optumhealth.com
(covers 43 million)
PACIFICARE BEHAVIORAL HEALTH now affiliated w/UBH  *National  
(covers 4 million)  
23046 Avenida de la Corlota Ste. #700  
Laguna Hills, CA 92653  
http://www.ubhonline.com/  $60-75  
1-800-357-5850

PLANNED BEHAVIORAL HEALTHCARE, INC.  (affiliated w/MHN)*National  
(covers 10 million)  
9535 Forest Lane Ste.#110  
Dallas, TX 75243  
1-800-866-7242 x2452  
$60 EAP/$100 Critical Incidence-Stress Management  
5 years clinical experience required

PPO NEXT *National  
1-800-334-5646  
www.pponext.com

PREFERRED PLAN (IL)  
(now w/ Multiplan)  
http://www.multiplan.com/providers/  
1-847-564-0235

PRINCIPAL LIFE  
PO Box39710  
Colorado Springs, CO 80949  
1-800-233-8030

PRIVATE HEALTHCARE SYSTEMS / MULTIPLAN *National  
9399 W. Higgins Road. Ste.#500  
Rosemont, IL 60018  
1-800-950-7040,  
http://www.phcs.com/providers/prospectiveproviders.aspx  
Covers: Great Western Ins.; Trustmark; Guardian Ins.; Aetna PPO

TRICARE *National  
(through Value Options and Humana w/physician supervision for now)  
https://www.tricareonline.com/portal.do
UNITED BEHAVIORAL HEALTH, INC. *National  
(covers 22 million)  
One Piere Place, Ste.#550w  
Itasca, IL 60143  
1-800-333-8724/ 1-800-250-6176/  
http://www.ubhonline.com/cred/credIndex.html  
$75 initial apt., $60, $54 client/ $6 co-pay, pre-auth needed, paperwork low

UNITED HEALTHCARE INSURANCE CO. *National  
P. O. Box 30555  
Salt Lake City, UT 84130-0555  
1-800-638-8075  
1-877-842-3210 provider relations  
https://www.unitedhealthcareonline.com/b2c/frameIndex.html  
$60 total, $25 co-pay

VALUE OPTIONS *National  
(covers 24 million)  
P.O. Box 141927  
Irving, TX 75014-1927  
1-800-228-1286  
1-800-535-0108  
1-800-247-6070 (IL, MI, WS, OH)  
They prefer you call for provider application  
http://www.valueoptions.com/providers/Providers.htm  
$73 initial assessment, $65 total, $55 with a $10 co-pay, fast payments

VMC BEHAVIORAL HEALTHCARE SERVICES EAP *National  
(covers 4S million)  
100 S. Greenleaf  
Gurnee, IL 60031-3378  
1-888-969-4048  
http://www.vmceap.com/  
$60 EAP, $75 for initial assessments, $70 for individual psychotherapy

WELLPOINT *National  
(covers 13.7 million)  
San Diego, CA  
1-800-728-9493  
Call for provider application  
http://wellpointbehavioral.com/pro/pro_index.html  
$80 initial assessment, $65 individual