

From: Ashley, Kim
Sent: Tuesday, June 26, 2007 5:22 PM
To:
Cc: Limor, Hagit
Subject: Anthem Blue Cross and Blue Shield response to behavioral health inquiry

Hello again,

As you requested in your original inquiry, here is Anthem's response to the following:

- Anthem's change in reimbursement to behavioral health providers
- Access to behavioral health providers
- Mental health parity and Anthem's integrated approach

In November 2006, Anthem adjusted its reimbursement to behavioral health providers in Ohio. While some providers saw no change, an increase or a decrease, the overall result is a more standard reimbursement schedule in Ohio and ensures a quality network of providers for our members to choose from at a reasonable cost. Anthem has medical and behavioral health personnel, including psychologists and psychiatrists, who assist in making these decisions.

With any provider negotiations, we act as our customers' advocate to help ensure that we continue to keep health care affordable while making sure our members continue to have access to quality health care when they need it. Anthem values its relationship with BridgePointe Psychological and Counseling Services and regrets that BridgePointe has terminated from Anthem's network. Any medical services our members receive from one of these providers will be covered at the in-network rate until the termination date. At this time, BridgePointe and Anthem are working together to assist with any transition of care that may be necessary for our members.

All Anthem members have, and will continue to have, access to behavioral health care. The vast majority of Anthem's behavioral health providers remain in-network. A complete list of these in-network providers can be found at www.anthem.com or by contacting the customer service number on the back of Anthem member ID cards. Anthem is committed to treating all of members equally; that is why in April of this year, we chose to bring the management of behavioral health benefits in-house, integrating medical and mental health benefits to provide enhanced service to our members. Anthem believes that an individual's mental and physical health are closely intertwined and that this should be reflected in health benefit design. This change enables Anthem to offer a behavioral health network that covers the entire spectrum of mental health and substance abuse professionals, including psychiatrists, psychologists, licensed clinical social workers, and other behavioral health professionals.

The network also includes facilities offering a range of services in various settings, such as psychiatric hospitals, alternative treatment programs, and outpatient facilities.

Thank you very much for the opportunity to provide our comments. Let me know if you have any further questions.

Kim

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