



HAVE A QUESTION ABOUT YOUR COVERAGE?

Please call BCBSRI
Customer Service at
(401) 459-5000
(800) 639-2227

Or log into your
account on
[BCBSRI.com](https://www.bcsri.com)



*Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.

PROVIDER AND MEMBER REVIEWS

Case Management provides great advocacy for members.

- L.M. community provider

My Care Coordinator/Case Manager is one of the most understanding, caring people I've ever had the pleasure of knowing.

- J.V. program participant

My Care Coordinator/Case Manager was a wonderful help to me. He provided me with plenty of resource information and was a pleasure to talk to.

- M.T. program participant



Blue Cross & Blue Shield of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número de Servicios para Miembros para obtener ayuda.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o Atendimento ao Cliente para obter ajuda.



INFORMATION ABOUT

Behavioral Health Case Management Program



BEHAVIORAL HEALTH CASE MANAGEMENT

Behavioral Health Case Management is a program to help you or a family member with your mental health or substance use needs. The goal of the program is to help you be your best, and get the most out of treatment. The program is free for you because you are a member, and you don't have to join if you don't want to.

WHAT DO CARE COORDINATORS/ CASE MANAGERS DO?

- Help organize care among your doctors, nurses and social workers
- Give you information about mental health and substance use services and other community services
- Help you in getting the mental health and substance use services that work best for you
- Help you to follow the instructions from your doctor, nurse or social worker
- Work with you to get help from local programs
- Help you with a plan to remember to take your medication
- With your permission, keep your Primary Care Provider and Psychiatrist updated on your progress

HOW DO I KNOW IF CASE MANAGEMENT CAN HELP ME?

Case Management can help if you:

- Have been in the hospital for mental health or substance use reasons
- Have trouble getting the care that works best for you
- Have mental health or substance use issues and also have medical issues
- Need support to help you follow your doctor, nurse or social worker's advice
- Are pregnant or recently were pregnant and need mental health or substance use services

WHO WILL HELP ME?

Our Care Coordinator/Case Managers are experienced and licensed nurses, social workers and mental health experts.

HOW CAN I REACH YOU?

You can call **1-800-274-2958** to enroll in case management. We'll listen to you and connect you with a Care Coordinator/Case Manager who will help you with your care plan.

For help finding a provider or for ongoing support, please call the 24-hour **BCBSRI Behavioral Health Line** at **1-800-274-2958**. BCBSRI and our partner, Beacon Health Options, offer many services and benefits to meet the needs of our members with mental health and substance use disorders.