Student Quick Guide to UC SHIP Mental Health Benefits

- CAPS must write a referral for students to obtain non-urgent Anthem-SHIP mental health benefits
- Referrals must be renewed annually.
- It is up to the client and mental health provider to verify benefits and fees before receiving services
- UCSHIP Anthem Customer Service Phone # (866) 940-8306
- Some services, beyond routine outpatient care require preauthorization. Contact Anthem directly for additional details.
- In-network providers should submit claims directly to Anthem.
- SHIP may not cover your services if you have an additional insurance. If you have an insurance in addition to SHIP, please contact Anthem Members Services at (866) 940-8306 for guidance on how to proceed.
- To request reimbursement for out-of-network services, students must obtain a CAPS referral.

Fees

<table>
<thead>
<tr>
<th></th>
<th>BHS</th>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therapy and Psychiatry Outpatient Visits</td>
<td>$0</td>
<td>$10</td>
<td>$25</td>
<td>40%</td>
</tr>
<tr>
<td>Facility-Based Care (e.g. IOP, PHP)</td>
<td>$0</td>
<td>10%</td>
<td>$125+20%</td>
<td>$250+40%</td>
</tr>
<tr>
<td>Deductible (combined medical and mental health)</td>
<td>$0</td>
<td>$0</td>
<td>$300 – waived for office visits</td>
<td>$500</td>
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</tbody>
</table>

* UC Family includes providers associated with UC Medical Centers at the following campuses (UCSD, UCI, UCSF, UCD) are available through UCSHIP website.
** Full fee required at time of service. The client responsible for submitting claims for reimbursement. Provider Fees may be higher than the Usual and Customary Rate.
Finding a SHIP-Anthem In-Network Mental Health Provider

After having obtained a referral from CAPS, you can identify a SHIP-Anthem provider in Los Angeles with the UCLA CAPS Community Provider Database at http://ucla.rints.com. In the search criteria, enter ‘Anthem’ for insurance.

You can also search for SHIP-Anthem providers by following these 5 steps:

*Your internet browser will have to allow pop ups from the Anthem site*

1. Go to anthem.com/ca. On the top left of the page, click ‘Menu’. On the next page, in the center column ‘Care’, click on ‘Find a Doctor’.

2A. Search as a Member and enter your Member ID # or Alpha Prefix. SHIP students’ Alpha Prefix is “XDP”.

OR

2B. Scroll down and Search as a Guest. Click on “Search by Selecting a Plan or Network” link.

3. On the next screen
   - Below 'Type of Care' select 'Medical'.
   - Below 'What State' select 'California' (even if searching for a provider in another state).
   - Below 'Plan/Network' select 'UCSHIP' by typing this into the drop-down box.
   - Click Continue.

4. On the next screen
   - Below 'I'm looking for a' select 'Behavioral Health'.

   - Below 'Who specializes in' choose a provider type. Licensed Clinical Social Worker, Marriage and Family Therapists, and Psychologist provide talk therapy. Psychiatrists provide medication management.

   - If you have specific requirements for a therapist, complete the information by selecting 'Show specialty details'.

   - Below 'Located Near' enter the Westwood zip code of 90024 if you are looking for a provider near campus. Otherwise, enter the zip code of your choosing.

   - Adjust the miles depending on your mode of transportation and personal convenience.

   - Make sure to click the button for 'Accepting new patients'.

5. Click Search.

*Updated 1-23-18*