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 called in to Anthem at (800) 274-7767
- 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>Service</th>
<th>BHS</th>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theraoy and Psychiatry Routine</td>
<td>BHS</td>
<td>UC Family</td>
<td>Anthem In-Network</td>
<td>Out-Of- Network Provider**</td>
</tr>
<tr>
<td>Outpatient Office Visits</td>
<td></td>
<td>(UC Health Centers)*</td>
<td>Provider</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$0</td>
<td>$5</td>
<td>$5 '19/20 plan year</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$0 '20/21 plan year</td>
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<tr>
<td>Facility-Based Care (e.g. IOP,</td>
<td></td>
<td>$0</td>
<td>$125+20%</td>
<td>$250+40%</td>
</tr>
<tr>
<td>PHP)</td>
<td></td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deductible (combined medical</td>
<td>$0</td>
<td>$0</td>
<td>$300 – waived for</td>
<td>$500</td>
</tr>
<tr>
<td>and mental health)</td>
<td></td>
<td></td>
<td>office visits</td>
<td></td>
</tr>
</tbody>
</table>

* UC Family includes providers associated with UC Medical Centers.
** 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 steps:
Your internet browser will have to allow pop ups from the Anthem site

1. Go to anthem.com/ca. Locate the "Find a Doctor/Find Care" box on the top of the screen. Click the "Find a Doctor/Find Care" box.

2. Search as a Member. Scroll to the midway of the page. You can search your Medical Plan without logging in by entering your Member ID # or Alpha Prefix. All SHIP students' Alpha Prefix is "XDP".

3. If you are searching for care in CA, continue as per below. If you are searching for care within the US, but outside of CA, please skip down to #6. On the next screen:
   - Enter the zipcode for the area you would like to receive your care
   - Use the search bar to search for care by specialty, name, NPI or license number.
   - Examples of search terms: psychologist, psychiatrist, social worker, marriage and family therapist
   - Licensed Clinical Social Workers, Marriage & Family Therapists provide talk therapy. Psychologists provide talk therapy and may provide testing. Psychiatrists provide medication management and may provide some talk therapy.
   OR
   - Scroll down to "Types of Providers" and click "Behavioral Health Professionals"

4. On the next screen
   - You will see a listing of Care Providers
   - You may filter further with the boxes at the top of the listings (distance, specialty, other languages, etc)
   - You may click on a provider to get more information about them and their practice

5. You may print or email a custom directory listing from this page

6. If you are looking for care outside of California:
   - Click the blue box “Change State”, if your state is in the pop up box (California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, New Hampshire, Nevada, New York, Ohio, Virginia, Wisconsin)
   - Select your state, and then follow the prompts from #2 on, as above

7. If your state is not in the “Pick Your State” pop up box, scroll down to click on the bcbs.com link
   - Once on the bcbs website:
     - Click "find a doctor"---> in the United States
     - Click "choose a location and plan"
     - Enter your zip code
     - Enter your prefix of XDP, click continue
     - Click doctors by specialty
     - Choose search terms (such as anxiety, mental health, psychiatry)
     - Once the provider list loads, to refine the results and narrow your search
     - You can print or email a directory when you’re ready

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