

# INFORMATION FOR ACCESSING OFF CAMPUS SHIP COVERED MENTAL HEALTH SERVICES

## for Community Providers

### STUDENTS WITH ADDITIONAL PRIVATE INSURANCE:

- Students can opt out of the UC SHIP insurance if they are able to provide evidence of having their own insurance\*

\*Non-SHIP insurance is primary for off-campus services except those with Medi-Cal and Tricare

- Students should call and speak with their insurance provider for specific allowances and coverage details

### INSURANCE SERVICES AVAILABLE FOR UCLA STUDENTS

- CAPS has staff that meet with students to help them navigate their insurance and assist them in linking to care
- CAPS can provide the student with information on their SHIP referral and SHIP benefits

### ANTHEM CONTACT INFORMATION:

**Member Services:**  
866-940-8306

**Provider Pre-Authorization For Facility-Based Care:**  
800-274-7767

**Anthem provider questions & concerns email address:**  
CABHnetworkrelations@anthem.com

## ABOUT

The UC Student Health Insurance Plan (UC SHIP) is a comprehensive medical insurance program offered to UCLA students. When a student requires or prefers care beyond CAPS' scope of service, UC SHIP and CAPS provide medically-appropriate referrals for appropriate care with Anthem in-network and out-of-network providers. CAPS clinicians will assist students in determining the best referral on a case-by-case basis.

## COVERAGE

- Routine outpatient office visits with an in-network provider have a copay of \$0.
- Virtual services are covered
- There are additional costs associated with a higher level of care
  - Requires intended facility to contact Anthem for pre-authorization

Fee Structure:

	BHS	Tier 1	Tier 2	Tier 3
	BHS	UC Family (UC Health Centers)*	Anthem In-Network Provider	Out-Of- Network Provider**
Therapy and Psychiatry Routine Outpatient Office Visits	\$0	\$0	\$0	40%
Facility-Based Care (e.g. IOP, PHP)	\$0	10%	\$125+20%	\$250+40%
Deductible (combined medical and mental health)	\$0	\$0	\$300 – waived for office visits	\$500

- Students with an additional non-SHIP insurance should use their non-SHIP primary insurance for off-campus services\*

\*Except Medi-Cal and Tricare where SHIP remains primary

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### ANTHEM OFF CAMPUS SERVICES INFORMATION

#### CAPS ROLE IN ANTHEM REFERRALS

CAPS is a separate entity from Anthem. All Anthem inquiries or concerns need to be addressed with Anthem directly. CAPS provides the referral, but has no role in the administration of Anthem Benefits; we have no say in their decisions or processes.

#### CAPS CAN:



- Administratively issue an Anthem referral for UCLA SHIP students
- Provide students with information on navigating referral, benefits, and connecting to services
- Help answer questions from providers about SHIP system of care for students
- Facilitate communication from Anthem to community providers when necessary

#### CAPS CANNOT:



- Give community providers any Protected Health Information without students' written consent
- Submit or process any claims on behalf of providers or students
- View, fix, or pay for any denied claims nor overturn decisions made by Anthem

All services, In-Network or Out-of-network, require a referral from CAPS, prior to utilization. Referrals automatically expire after 12 months.

- Students should contact CAPS directly to obtain a referral
- Students are responsible for renewing their referrals after 12 months and payment is not guaranteed if referrals are not renewed
- In the event that services were rendered without a current referral, the student must submit a retroactive referral request to CAPS
- Out of network reimbursement is available with a valid referral
  - The student will need to submit an Anthem Member Claim Form and superbill to Anthem
- Students can view and print their SHIP-Anthem referral from their ASHE Patient Portal
- SHIP-Anthem does not issue ID cards. Students should download and use the mobile app: Sydney Health Mobile App
- All SHIP-Anthem member IDs have the prefix: XDP\_\_\_\_\_

### RETROACTIVE REFERRALS

In the event that the student received services without having obtained a referral from CAPS, the student may request a retroactive referral by completing a Retroactive Referral Request for Mental Health Services Form, available on our website and at the CAPS front desk.

For retroactive referral consideration:

- Students have up to 11 months from the date of service to file for a Retroactive Referral consideration
- The student will be notified via secure message if their request has been accepted or denied

The Retroactive Referral process at CAPS can take up to 30 days for review. If the student's request is approved, it is sent to Anthem for processing and additional time will be required. Please note that receipt of a referral from CAPS does not guarantee payment from SHIP-Anthem

**If there are reimbursement issues after a student has received a retroactive referral, the provider should contact Anthem directly, since Anthem will have information on where the retroactive referral is in Anthem processing. Only once the provider has contacted Anthem directly and still has issues, then please have the student contact CAPS.**