

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 automatically expire after 1 year and you must contact CAPS if you need a renewal
- It is up to the client and mental health provider to verify benefits and fees before receiving services
- In-network providers should submit claims directly to Anthem.
- If you are covered by SHIP-Anthem and another insurance, your nonSHIP insurance is primary for off campus services (except for TriCare and Medi-Cal) and should be used when accessing care off campus. You may send your Explanation of Benefits (EOB) from your primary insurance to Anthem for secondary SHIP benefits to be applied. 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 have a valid Anthem referral for the dates of service.
- UCSHIP Anthem Customer Service Phone # (866) 940-8306
- Some services, beyond routine outpatient care require preauthorization called in to Anthem at (800) 274-7767

Fees

	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

* 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.

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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 in multiple ways:

- **You can search for an Anthem provider in the CAPS Community Provider Database through Welltrack Connect**
 - <https://ucla.welltrack-connect.com/> and click "sign up". Use your UCLA email credentials and log in.
 - In the insurance filter select 'Anthem', and/or 'Anthem-SHIP'

You can also search for Anthem providers with Anthem's Directory by following these steps:

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

1. Go to <http://www.anthem.com/ca>
2. Click on FIND CARE
3. Click on BASIC SEARCH AS A GUEST
4. Under SELECT THE TYPE OF PLAN OR NETWORK, select MEDICAL PLAN
5. Under SELECT THE STATE WHERE THE PLAN OR NETWORK IS OFFERED, select CALIFORNIA
6. Under SELECT HOW YOU GET HEALTH INSURANCE, select MEDICAL (STUDENT HEALTH)
7. Under SELECT A PLAN OR NETWORK, select UCSHIP PPO
8. Click CONTINUE
9. Next, Enter the CITY, COUNTY or ZIP
10. Next, SEARCH FOR A DOCTOR BY (NAME OR SPECIALTY) OR OTHER CARE. Or select the BEHAVIORAL HEALTH icon.

****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.**

11. Next, select a provider to see more details

* Look for "Key Filters" on far-left side to further refine search