



## 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

	<b>BHS</b>	<b>Tier 1</b>	<b>Tier 2</b>	<b>Tier 3</b>
	BHS	UC Family (UC Health Centers)*	Anthem In-Network Provider	Out-Of- Network Provider**
Therapy and Psychiatry Routine Outpatient Office Visits	\$0	\$5	\$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.

## 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](http://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](http://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

Updated 9-25-2020