

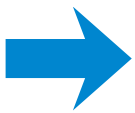
# Important Information Regarding Potential Changes to Mental Health Coverage

Blue Cross Blue Shield of Michigan (BCBSM) recently announced a policy change affecting reimbursement for services provided by certain behavioral health professionals beginning March 1, 2027.

Behavioral health providers and professional organizations have expressed concerns that this policy may reduce provider availability, increase wait times, or disrupt ongoing treatment relationships for some BCBSM members. Many of the providers potentially affected by this policy are licensed mental health professionals who provide services under required supervision while completing additional experience requirements for independent licensure.

**At this time, no immediate changes are occurring to your care.**

If you are concerned about how this policy could affect your care, consider contacting BCBSM directly using the call script below.



**PRO TIP:** The more of your actual story you can share, the better. Bring the personal specifics and highlight about how much your relationship with your provider means for you, your healing/recovery, and your long-term treatment goals.

## Client Call Script

**Call the Member Services number on the back of your insurance card or call 1-800-344-8525**

Hello, my name is [NAME], and I am a Blue Cross Blue Shield of Michigan member.

I am calling because I am concerned about BCBSM's planned changes to incident-to-billing for behavioral health services beginning March 1, 2027.

I currently receive care from a licensed behavioral health professional who practices under supervision, and I am concerned that this policy may affect my access to care or require me to change providers.

Continuity of care is extremely important to my treatment and well-being. I am concerned that this policy could reduce provider availability, increase wait times, or disrupt established therapeutic relationships for BCBSM members.

I respectfully ask BCBSM to carefully evaluate how this policy may affect members receiving behavioral health services and to consider alternatives that preserve access to care.

Please document my concerns as a formal member complaint and share them with the appropriate leadership team.

Thank you for your time.

*This resource was prepared by the National Association of Social Workers – Michigan Chapter and the Michigan Mental Health Counselors Association*