



## BEHAVIORAL HEALTH INTEGRATION SERVICE INFORMATION FOR PATIENTS

### **Q: What is Behavior Health Integration Service?**

A: Behavioral Health Integration Service (also referred to as BHI) offers additional help managing behavioral/mental health conditions such as depression, anxiety, Alzheimer's disease, and tobacco use. BHI visits entail care planning by the treatment team and possible care plan revisions for patients whose condition is not improving adequately. Treatments may include pharmacotherapy, psychotherapy, and/or other indicated treatments. Your behavioral health care manager performs proactive, systematic follow-up. The provider or designee will explain the care you may need and how your care will be coordinated. You will be asked to sign a consent to provide this BHI service. Once you give your initial consent for treatment your provider will prepare your specific care plan. The provider will treat your behavioral health conditions, provide 24/7 access for urgent care needs and assist with any other chronic care needs.

### **Q: Who is eligible for Behavior Health Integration Services?**

A: Eventus WholeHealth provides BHI Services to all "Eligible Patients," which includes Medicare and other insurance policies that cover the service.

Q: Can a patient receive both Behavioral Health Integration Services and Chronic Care Management Services?

A: Yes, many Medicare patients qualify for both CCM and BHI. A patient must give separate consent to enroll in BHI and CCM.

### **Q: What are the Patients' Rights with Behavioral Health Integration Services?**

- The Provider or designee of Eventus WholeHealth will explain to the patient (and/or the patient's caregiver, (if applicable) the BHI services available to, and appropriate for, the patient.
- The Provider or designee will administer all BHI Services that are applicable to the patient's conditions.
- Patients and/or POA have a right to decline BHI services by declining the service on the Eventus Consent.
- Patients have a right to a written or electronic copy of their care plan. This care plan is available via a paper copy, upon request.
- Patients have the right to discontinue BHI services at any time (effective at the end of the calendar month). A patient may revoke this agreement verbally (by calling 888-849-7379) or in writing (to Quadrangle Dr Suite 500 Chapel Hill, NC 27517)

### **Q: Who can bill Medicare and other insurances for Behavioral Health Services?**

A: Only one health care professional or hospital can bill for BHI in a calendar month.

### **Q: Is there a cost to the patient enrolled in Behavioral Health Integration Services?**

A: The usual cost-sharing rules apply to BHI. Many patients are responsible for the usual Medicare Part B deductible and copayment/coinsurance. If you have supplemental insurance, it may also cover a portion of BHI. Many patients with Medigap plans or other supplemental insurance may provide wrap-around coverage of cost sharing for BHI. Beneficiaries often have Medigap and/or other supplemental insurance to help with these costs.