

# PROVIDER BULLETIN

## PROVIDER INFORMATION



July 1, 2022

### **Mental Health and Substance Use Disorder Provider Survey**

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is notifying all participating Mental Health and Substance Use Disorder providers of an important required survey they will soon receive.

#### **Survey**

The information collected in the **Mental Health and Substance Use Disorder Provider Survey** will be used to help Subscribers make informed choices, and to ensure that our network of behavioral health and substance use disorder providers meets the needs of our Subscribers. The survey also includes a section on validation of demographic data, per provider, which allows Blue Cross to supply accurate information per Federal and State regulations.

Participating providers will be asked to provide current information related to areas of focus, interventions, access/availability, demographics, and other characteristics. This information will be used in provider directories and will assist in navigating Subscribers to the best-qualified specialist(s) to treat their condition and meet their individual needs. It will allow Blue Cross to highlight the full range of services available, and support optimal care and quality outcomes to help both providers and their patients achieve their goals.

Prior to August 1, 2022, Blue Cross will send a survey to the mailing address of every Mental Health and Substance Use Disorder provider, along with website/log-in/identification code for those providers who prefer to complete the survey online.

If a completed survey has not been received within 30 days, providers will receive a reminder call. If a completed survey has not been received 15 days after the first reminder call, providers will receive a second reminder call. Blue Cross is requesting that providers make every effort to complete the survey as soon as possible, and no later than **October 1, 2022**.

#### **Questions?**

Please contact provider services at **(651) 662-5200** or **1-800-262-0820**.