

Tele-Behavioral Health

Frequently Asked Questions



Why did Independence implement this benefit?

Independence Blue Cross views treating the whole person as vital to achieving the best outcomes, and takes a comprehensive and holistic view of physical and emotional well-being. Therefore, Independence is committed to providing much-needed access to behavioral health services in a private, convenient and flexible way.

This program is designed to promote overall behavioral health and wellness, contain costs, and improve outcomes through prevention and early intervention.

Who can take advantage of this service?

Any active member who has an Independence benefit plan that includes Magellan coverage.

What are the advantages of using tele-behavioral health compared to seeing a provider in person?

One of the biggest advantages to using our tele-behavioral health service is it reduces potential barriers to care.

This service improves accessibility to care where transportation or physical limitations may hamper treatment. With over 200 available tele-behavioral health providers in the 5-county service area, access is made easier for those individuals seeking help.

One of the most common barriers to accessing behavioral health services is combatting the stigma around the appearance of mental illness. Tele-behavioral health 'virtual visits' assure confidentiality through the use of phone or video conferencing in the privacy of the home.

Who are the providers of this service?

There are over 200 tele-behavioral health providers licensed in our local 5-county service area. These licensed professionals provide mental health services using phone or real-time video conferencing for consultation, diagnosis and treatment, using the platform provided through Magellan.

How do members locate providers?

To identify a tele-behavioral health provider, members can call Magellan using the phone number on back of their ID card, or access the Find a Doctor tool on ibx.com. An indicator will be added to the Find a Doctor tool in July 2019 to show providers that offer tele-behavioral health services.

Is there a limit to the number of visits members can have with a designated provider?

No, there is no limit to the number of visits.

What is the cost to use this benefit?

The cost to use this service is the same as an outpatient office visit.