

# Medicaid Health Plan Maternal Mental Health Toolkit

This resource was made possible by  
a collaboration between IAMHP and FIMR  
Community Action Team



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## Introduction

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act ([CDC, 2022](#)). In the United States, mental health conditions are very common. It is estimated that [1 in 4 adults](#) and [1 in 6 youth](#) experience a mental health condition each year. Illinois Medicaid Health Plans can help a member access the mental health services they need.

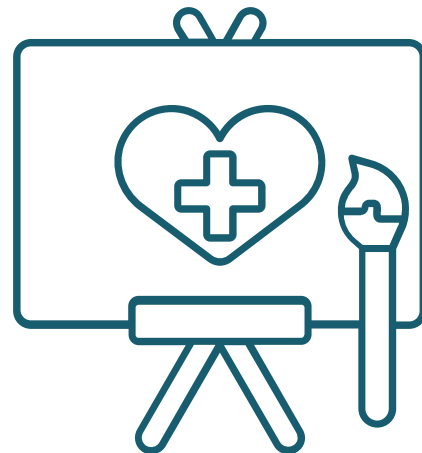
Mental health needs have increased due to the COVID-19 pandemic. The Illinois Medicaid program offers a range of mental health benefits to address these challenges. **This Toolkit serves as a guide for mental health benefits covered in Illinois.**

**Remember:** According to the American Medical Association "Behavioral health" often refers to mental health and substance use disorders, life stressors and crises, and stress-related physical symptoms. Keep that in mind as you look over this Toolkit.

### Medicaid Mental Health Benefits Across All MCOs

- Mental Health Assessments
- Therapy/Counseling
- Treatment Plans
- Case Management
- Medication-Assisted Treatment

*And more!*



## Important MCO Contact Phone Numbers

If a member needs help accessing mental health services, they can call their health plan's **Member Services line**. Health plan staff are available **24/7** to refer members to services in their area.

- **Aetna Better Health:** 1-866-329-4701
- **Blue Cross Blue Shield of Illinois:** 1-877-860-2837
- **CountyCare:** 1-312-864-8200
- **Humana:** 1-800-787-3311
- **Meridian:** 1-866-606-3700
- **Molina Healthcare:** 1-855-687-7861.



### *Crisis/24 Hour Hotline (CARES)*

**CARES** is a 24-hour crisis line for child and adult mental health needs. Members can speak to a mental health professional to address a mental health crisis. Members will also be referred to resources.

All Medicaid health plans offer a **24-hour Mental Health Crisis Line** staffed by qualified mental health professionals. Crisis line staff can answer questions, assess mental health needs, and coordinate services.



- **Aetna Better Health:** 1-866-329-4701
- **Blue Cross Blue Shield of Illinois:** 1-800-345-9049 (CARES line)
- **CountyCare:** 1-800-345-9049 (CARES line)
- **Humana:** 1-855-371-9234
- **Meridian:** 1-800-345-9049 (CARES line)
- **Molina Healthcare:** English: 1-888-275-8750 and Español: 1-866-648-3537

# Coverage/Resources for Opioid Use Disorder

Nearly 108,000 Americans died from overdoses in 2021 ([SAFE Project, 2022](#)). Access to treatment and overdose reversal medications can save lives. CDC data shows **66.8%** of overdose deaths had at least one opportunity to save the person's life. Illinois Medicaid health plans are committed to providing access to life-saving interventions.

## What is an opioid?

*When we say opioid, we mean street drugs like Heroin or powerful pain relievers prescribed by doctors like Oxycontin.*

## What are the signs of an opioid overdose?

- Shallow breathing
- Blue or gray skin color
- Disorientation
- Making snoring or gurgling sounds
- Cannot be woken up or is unable to speak

**Note:** If you can't get them to respond, don't assume they are asleep. Not all overdoses happen immediately. *Taking action in those hours means you could save a life.*

## What is Naloxone?

Naloxone is a life-saving medication that can reverse an opioid overdose ([CDC, 2022](#)). Naloxone can be given as an **injection** or **nasal spray**. It becomes effective immediately. **Naloxone is covered under the Illinois Medicaid program without prior approval. There is no cost to the Medicaid member for Naloxone.**

## Using Naloxone - Precautions

Naloxone works to reverse opioid overdose in the body for **30 to 90 minutes**. Most opioids remain in the body for longer. It is important to call 911 after giving naloxone. This will help the individual quickly get medical attention (NIDA, 2022).

Naloxone **only** reverses an overdose in people with opioids in their system. It will not reverse overdoses from other drugs like cocaine or methamphetamine.

For more information around preventing opioid overdoses, please explore the following resources:

- [https://www.overdoseday.com/wp-content/uploads/IOAD-Factsheets\\_A4-1.pdf](https://www.overdoseday.com/wp-content/uploads/IOAD-Factsheets_A4-1.pdf)
- [Naloxone DrugFacts | National Institute on Drug Abuse \(NIDA\)](#)



# Medication-Assisted Treatment

## What is Medication-Assisted Treatment?

Medication-Assisted Treatment (MAT) is the use of medication, alongside counseling, to treat opioid use disorders (OUD). MAT helps to normalize brain chemistry and stop physical cravings. This is done without the negative effects of continuing current opioid use.

**All Medicaid health plans are required to cover medication-assisted treatment.** There are three FDA-approved medications used in MAT: methadone, buprenorphine, and extended-release naltrexone.



## What are the benefits of Medication Assisted Treatment?

- Reduces opioid disorder deaths
- Reduces current opioid use
- Allows patients to learn skills and build a social network for long-term recovery
- Improves health outcomes for pregnant people and their families



## Medication-Assisted Recovery (MAR Now)

The Illinois Helpline now offers medication on demand to IL residents seeking opioid use disorder (OUD) treatment. Medication assisted recovery (MAR) involves the use of FDA-approved medications for treatment of OUD. Now an individual can speak directly with a provider over the phone, immediately receive a prescription or expedited, in-person appointment, and get transportation assistance to the pharmacy or clinic – all initiated through one phone call. To learn more visit: <https://e.helplineil.org/mar-now/>.

To learn more information about medication-assisted treatment, visit the FDA's website [here](#).

# Pathways Program and Respite

## What is Pathways?

Pathways is a program for children **under 21** on Medicaid. The Pathways Program addresses complex behavioral health needs and offers extra support for families.

## What is Respite?

Respite provides a planned, short break for caregivers. A trusted professional can come to the home and care for the child.

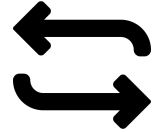
## Frequently Asked Questions (Applicable to all Health Plans)

### Do I need a referral from my PCP to access Behavioral Health services?

Referrals are not required for Medicaid members to access most mental health services. Some services do require a referral or recommendation from a provider. Ask your healthcare team if you need a referral for mental health services. You can also connect with your plan's Member Services line to learn more.

### Changing Behavioral Health Providers

Changing providers is easy. Contact Member Services to locate a new provider. **Remember:** there are no limitations on changing providers!



### Behavioral Health Telehealth Coverage

Telehealth options are available for behavioral health visits. Please make sure your provider is able to provide telehealth services.

## Additional Resources: Stillbirth and Loss Support

Grief is personal, and every person experiences it differently. All Medicaid health plans are able to connect you with a mental health specialist to help after a loss. Sometimes families need more options for support. Here are a list of State and National resources for bereavement and grief support.

### Star Legacy Foundation

[The Star Legacy Foundation](#) is an organization dedicated to reducing pregnancy loss and neonatal death. SLF works to improve care for families who experience such tragedies. SLF support groups are held virtually with security measures in place. All support group leaders are mental health professionals, have lived experience, and/or training in perinatal loss.

***Perinatal** means the time when you are pregnant up to one year after giving birth. **Neonatal** is the first 28 days after being born.*

### SIDS of Illinois

Sudden Infant Death Services of Illinois, Inc is an organization that supports families who have been touched by the sudden unexpected death of any infant regardless of how or why they died. Support is offered in English, Spanish, or Polish. To learn about peer support, memorial services, and additional bereavement resources that are offered, [click here](#).

### Missing Pieces

[Missing Pieces](#) aims to improve the availability and quality of bereavement support services for families and communities impacted by the death of a child during pregnancy through young adults. This organization connects families to individualized resources and support in collaboration with various individual and organizational partners.



# Aetna Better Health of Illinois

## Maternity-Focused Mental Health Program

Aetna Better Health of Illinois (ABHIL) has a licensed behavioral specialist with a background in supporting pregnant members. Call Member Services for more information.

## Breastfeeding Support

For lactation support, Aetna refers members to WIC services or a lactation specialist.

## Behavioral Health Crisis Hotline

ABHIL partners with CARES to provide **24/7, 365** crisis support. Members in a crisis can talk to trained professionals by calling CARES at **1-866-329-4701**.

## Finding a Provider

Approved behavioral health providers can be found at this link: <https://www.aetnabetterhealth.com/illinois-medicaid/find-provider>



## Behavioral Health Benefits for immediate family

Family Therapy is a covered benefit. Members can choose who they want to join them and their care manager in their care plan goal setting. The member would have to provide a release to allow them to participate.

## Support for those struggling with substance use disorder

Aetna covers many supports and services for both outpatient and residential programs for substance abuse disorder, including:

- Aetna offers specialized BH Care Management for pregnant members.
- Aetna has specific outreach for pregnant members with OUD factors.
- Residential, acute, and community-based services
- Pharmacy Restriction Program
- (OUD) Program that includes education, connection to services, and support for members and providers
- Neonatal Abstinence Syndrome Program

## Remote Patient Monitoring

Aetna offers remote patient monitoring for members. This includes culturally competent vendors who help members with chronic health conditions.

Aetna conducts outreach in partnership with their vendors. Care management staff can also refer members directly.

## Behavioral Health Visits via Telehealth

In addition to network providers that offer telehealth, Aetna has a partnership with MyOwnDoctor to provide virtual appointments to members.

## Limitations to Behavioral Health Coverage

Aetna follows Department of Healthcare and Family Services (HFS) guidelines for benefits available, including any limits. Connect with Member services for more information.



## Connecting my healthcare team to services provided by insurance

All members have an assigned care manager. If the member does not have contact information for their care manager, their healthcare team, social worker, or case manager, they can do the following:

- Email ABH IL COMMUNITY CM FAX at [ABHILCOMMUNITYCMFAX@AETNA.com](mailto:ABHILCOMMUNITYCMFAX@AETNA.com)
- Call Member Services at **1-866-329-4701**





# Blue Cross Blue Shield of Illinois

## Maternity-Focused Mental Health Program

Blue Cross Blue Shield of Illinois (BCBSIL) Care Management connects members who are pregnant and have a variety of needs. This could include assessing medical, behavioral, and social determinants of health needs. Please connect with Care Managers at **1-877-860-2837** for more information.

If you would like to enroll or get connected with your care coordinator through Special Beginnings, call **1-888-421-7781**.

## Breastfeeding Support

BCBSIL care coordinators provide education and breastfeeding support. BCBSIL also has an educational platform where members can login and find answers to questions as well as videos on special topics. Care coordinators may refer members for extra breastfeeding support as needed. Depending on where the member lives, their local hospital or WIC office may offer support/classes. BCBSIL also refers members to La Leche League.

Additionally, BCBSIL has a vendor that works for Doula Services and Lactation Consultants to offer additional support. BCBSIL also currently has a doula pilot program for members who meet certain criteria that includes breastfeeding support.

## Behavioral Health Crisis Hotline

BCBSIL has a Behavioral Health Crisis Line that members can use by calling Member Services. Member Services can refer members to CARES or to emergency care via **911**.

## Finding a Provider

Approved behavioral health providers can be found at this link: <https://my.providerfinderonline.com/?ci-il-med-cchp>



## Behavioral Health Benefits for immediate family

BCBSIL offers a wide range of support like outpatient family and couples counseling. BCBSIL also has additional crisis services to support the family. Call member services for more information.

## Support for those struggling with substance use disorder

BCBSIL covers many support and services for both outpatient and residential programs for substance abuse disorders including:

- Intensive Outpatient Programs
- Partial Hospitalizations Programs
- Residential Programs
- Medication Assistance Treatment.

*Additionally, BCBSIL Recovery Support Assistant for peer support.*

## Remote Monitoring

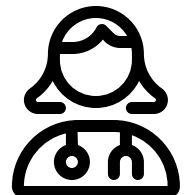
BCBS covers telehealth for providers who offer remote monitoring services. There is not a remote patient monitoring program through BCBSIL.

## Limitations to Behavioral Health Coverage

BCBSIL follows Department of Healthcare and Family Services (HFS) guidelines for benefits available, including any limits. Connect with Member Services for more information.

## Connecting my healthcare team to services provided by insurance

To connect with an MCO assigned care coordinator, please call member services at **1-877-860-2837**. You can request to speak with your care coordinator to help connect your healthcare team.





# CountyCare

## Maternity-Focused Mental Health Program

CountyCare works with the **Behavioral Health Consortium of Illinois**. The Consortium includes a group of mental health and substance use providers. The Consortium helps with access and expands behavioral health care services in hospitals and community-based settings. Consortium providers cover a wide area across Cook County.

## Breastfeeding Support

Care coordination is available for members looking to be connected to breastfeeding support. This includes services available at local WIC offices.

## Behavioral Health Crisis Hotline

CARES or Crisis and Referral Entry Services is a telephone service that handles mental health crisis calls for children and adults in Illinois. CountyCare members can use the **24-hour CARES line** to talk to a behavioral health professional. Members can call if they or their child are a risk to themselves or others. The CARES line can address a mental health crisis and refer a member to services.

Members can call the CARES line at **1-800-345-9049 (TTY: 1-773-523-4504)**.

## Finding a Provider

Approved behavioral health providers can be found at this link: <https://countycare.valence.care/member/#findAProvider>



## Behavioral Health Benefits for immediate family

Individual, group, and family therapy and community support are among the covered behavioral health services offered by CountyCare. Support services are provided by care coordinators to make sure members are getting the right care at the right time. Connect with Member Services for more information.

## Support for those struggling with substance use disorder

CountyCare has a range of support offered to members. Residential and community-based services are covered under Medicaid, including therapy and Medication-Assisted Treatment. Connect with Care Managers for more information.

## Remote Patient Monitoring

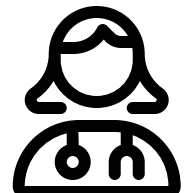
CountyCare does not have a remote patient monitoring program for pregnant people at this time. Members can find providers offering telehealth services through the **"Find a Provider"** tool on the CountyCare website.

## Limitations to Behavioral Health Coverage

CountyCare follows Department of Healthcare and Family Services (HFS) guidelines for benefits available, including any limits. Connect with Member services for more information.

## Connecting my healthcare team to services provided by insurance

To connect with an assigned care coordinator, please call Member Services at **312-864-8200**. You can request to speak with your care coordinator to help connect your healthcare team.





# Meridian

## Maternity-Focused Mental Health Program

The Meridian Care Management program connects members who are pregnant to take care of their needs. This could include medical, behavioral, and social determinants of health needs. Please connect with Care Managers at **1-866-606-3700** for more details.

## Breastfeeding Support

Care Managers discuss breastfeeding and provide a variety of resources to expectant mothers. Meridian's Start Smart for Your Baby webpage offers resources and support to prepare members for pregnancy including breastfeeding support. Members can log in whenever they have questions or want to watch videos on a special topic. More information can be found at [Resources for You and Your Baby \(ilmeridian.com\)](https://ilmeridian.com/resources-for-you-and-your-baby).

## Behavioral Health Crisis Hotline

Meridian has a Behavioral Health Crisis Line available 24/7 that is staffed by licensed behavioral health specialists ready to support you. The Crisis Line can be reached at **1-800-345-9049**.

## Finding a Provider

Approved behavioral health providers can be found at: <https://findaprovider.ilmeridian.com/location>



## Behavioral Health Benefits for immediate family

Support services are provided by care coordinators. Care coordinators make sure members are getting the right level of care at the right time. Care coordination includes assisting with supports like family and couple services. Connect with Care Managers at **1-866-606-3700** for more details.

## Support for those struggling with substance use disorder

Halo - **Health Assistance, Linkage and Outreach** - is a quality based integrated care model that incorporates collaboration, provider and community support and partnerships to promote best practices for members at risk for or diagnosed with a substance use disorder, across the prevention-to-recovery continuum.

**CCMP Adult BH High ED utilizers** is a cohort of members in Cook County and the surrounding collar counties that have displayed trends of high ED utilization engaged in face-to-face interactions to support and educate the member on care coordination services while in the ED. Members who agree to care coordination are then referred to the behavioral health care coordination team to help them reduce barriers, locate and attend effective treatment and to reach their healthcare goals.

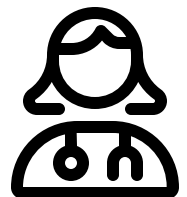
## Remote Patient Monitoring

Meridian offers remote monitoring for high-risk pregnant members with chronic conditions through Vheda Health. Enrolled members receive a personalized, hand-delivered kit. **The kit includes an iPhone with a dedicated phone number, Vheda Health app, blood pressures cuff and weight scale.** The app allows members to monitor their blood pressure. The app also allows members to receive real-time feedback and send/receive messages directly with their care manager.

High-risk pregnant members are identified and referred directly by their nurse case manager at Vheda Health.

## Behavioral Health Visits via Telehealth

Meridian has network providers that offer telehealth services for behavioral health visits.



## Limitations to Behavioral Health Coverage

Meridian follows guidelines from the Department of Healthcare and Family Services (HFS) for the benefits available, including any limits. Please connect with member services at **1-866-606-3700** for more details, including limits on plan-specific behavioral health supports.

## Connecting my healthcare team to services provided by insurance

For Medicaid members already enrolled in care coordination, Meridian's Customer Experience Department can connect the healthcare team to their assigned care coordinator. The contact number is **1-866-606-3700**.  
**Note:** Any Medicaid member can request care coordination services.



# Molina Healthcare

## Maternity-Focused Mental Health Program

Molina has a Healthy Beginnings program for high-risk pregnancies. This includes members with uncontrolled health conditions, substance use, and mental health needs. Members who are in need are connected with case managers. This help continues throughout their pregnancy and at least 30 days post-delivery. Contact Member Services at **1-855-687-7861**, TTY/TDD:711 for more information.

## Behavioral Health Crisis Hotline

CARES or Crisis and Referral Entry Services is a telephone service that handles mental health crisis calls for children and adults in Illinois. Molina members can use the 24-hour CARES line to talk to a behavioral health professional. Members can call if they or their child are a risk to themselves or others. The CARES line can address a mental health crisis and refer a member to services.

Members can call the CARES line English: **1-888-275-8750** and Español: **1-866-648-3537**

## Finding a Provider

Approved behavioral health providers can be found at this link:

[https://molina.sapphirethreesixtyfive.com/?ci=il-medicaid&locale=en\\_us](https://molina.sapphirethreesixtyfive.com/?ci=il-medicaid&locale=en_us)



## Behavioral Health Benefits for immediate family

Through the **Healthy Beginnings Program**, case managers can connect members to behavioral health services. These services are available to individuals and couples. Molina also offers group therapy programs to address behavioral health needs. The program also offers:

- Health education
- Addressing social determinants of health
- Connecting members to resources;
- Ensuring members have access to care, including specialty providers.

## Support for those struggling with substance use disorder

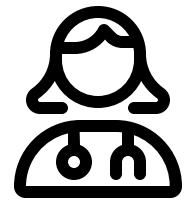
Assessments are provided for high-risk pregnant members who have a substance use disorder. Case managers complete assessments and provide solutions that fit the member's needs. Benefits include:

- Hospitalization
- Residential 28-Day Programs
- Partial Hospitalization Programs
- Medication Assisted Therapy

Additionally, High Risk case managers can help create a relapse prevention plan and connect members to community support.

## Limitations to Behavioral Health Coverage

Molina follows the Department of Healthcare and Family Services (HFS) guidelines for benefits available, including any limits. There are service limits for respite services under the Pathways Program. Connect with Member Services at **1-855-687-7861**, TTY/TDD: 711 for more information.



## Connecting my healthcare team to services provided by insurance

For members already enrolled in care coordination, the healthcare team can reach out to [CMescalationIL@MolinaHealthCare.Com](mailto:CMescalationIL@MolinaHealthCare.Com) for help. The team should include member identifiers, a description of why the referral is being made, and specific member requests.