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**Overview**

The Plan provides a behavioral health benefit for Medicaid, Medicare and Healthy Kids plans. For complete information regarding exact benefits and exclusions, contact WellCare's AHCA-approved behavioral health provider vendor (BH Vendor), as referenced in the Quick Reference Guides included with this provider manual.

**Behavioral Health Vendor**

WellCare's BH Vendor provides clinical management services for a full range of behavioral health services including inpatient hospital and crisis stabilization services, intensive outpatient programs, outpatient services, home health care and; for Medicaid recipients, community mental health and targeted case management services. Behavioral health services are provided to Plan members experiencing a broad range of psychological and psychiatric disorders from mild, emotional disturbances to severe and persistent mental illness.

The BH Vendor maintains a 24-hour access service that is available to review a member's clinical status and authorize medically necessary services. Emergency services do not require prior authorization. In cases of emergency, members are instructed to call 911 or proceed to the nearest hospital emergency room. If a Primary Care Physician (PCP) experiences an emergency with a member, he/she should contact the BH Vendor as soon as possible after treatment has been arranged for the member.

The BH Vendor also assists members in obtaining continued care through alternative agencies and community resources when their benefits are exhausted. The BH Vendor assists providers with the transition of a member's care, if necessary, to a non-network provider or program.

Refer to the **Quick Reference Guides** in this manual for information on contacting the BH Vendor.