

# Welcome to **BIODYNE SERVICES**



Biodyne is here to help Blue Cross Blue Shield of Arizona (BCBSAZ) members create more effective strategies for meeting life's challenges. Examples of challenges are the death of a loved one, the loss of a job, a failing grade on your child's report card or, an addiction. Challenges in life present us with opportunities to improve our well being. Sometimes we react to life's challenges in ways we don't like – in ways that negatively affect us, our families, and/or our work. *If you find yourself wanting to change the way you deal with one of life's challenges, Biodyne is here to help.*

BCBSAZ has contracted with Biodyne, an independent company, to administer and deliver some of the behavioral and mental health benefits available under BCBSAZ standard plans. Biodyne helps you to be a better problem solver through problem-focused counseling so that you can move ahead with your life and be better prepared for future challenges.

**Depression and anxiety** are common challenges that may be effectively treated with brief therapy and/or medication as determined by your provider.

**Marital and family problems** are common challenges faced by families. Our clinicians work with you, your spouse and/or your family to assist you to improve the way you manage your marital/family issues.

**Attention Deficit Disorder (ADD)** is a challenge for children and adults. We help you understand ADD and how it affects you and/or your child. Our clinicians assist with assessment, diagnosis and treatment.

**Addictions**, including drug and alcohol, are major challenges we treat in our outpatient programs. Family involvement is encouraged and your active participation is essential for achieving success with the challenge of an addiction.

**Stress** is a common occurrence for all of us. Your clinician will help you find ways to improve the way you manage your daily stress.

**Chronic medical problems** can challenge your coping strategies in an unrelenting way. Your Biodyne clinician

can work with you, your health care provider, and your family to collaborate and coordinate medical and behavioral health care services to improve the way you manage your chronic illness.

## **SOME COMMON QUESTIONS AND ANSWERS ABOUT BIODYNE**

### **Who is Biodyne?**

Biodyne is an independent company that provides behavioral health administrative services. Biodyne is not affiliated with BCBSAZ in any way.

### **How much do Biodyne behavioral health services cost?**

The amount of your copayment for Biodyne behavioral health and substance abuse services depends on your BCBSAZ benefit plan. Minimal copayments apply for office visits. If you have questions about copayments, deductibles or services that are covered, please check your BCBSAZ benefit plan booklet or contact Biodyne at (800) 224-2125.

### **Is preauthorization required for Biodyne services?**

Yes. Just call (800) 224-2125 for a referral and preauthorization to a Biodyne contracted provider in your area.

### **Do I need a referral from my physician?**

No, you do not need a physician referral. You are encouraged to keep your health care providers informed about your behavioral health services, especially when medications are ordered.

### **How do I obtain a referral and authorization?**

Call (800) 224-2125 between the hours of 8:00 a.m. - 4:30 p.m., Monday through Friday. You will speak with a trained customer service specialist who will assist with a referral and authorization.

### **How long will I have to wait for an appointment?**

Most requests for routine appointment can be met within 10 business days. Longer wait times may occur to accommodate your personal schedule requirements. Please be flexible when scheduling your first appointment so that your clinician can start working with you as soon as possible.

### **What do I do if I feel I need help right away?**

If you are in a *life-threatening* situation, call 911. If you feel you have a problem that needs immediate attention but it is not life threatening, call Biodyne at (800) 224-2125. Licensed clinicians are available

24 hours, 7 days a week, to speak with you by phone or in person.

### **What about confidentiality?**

Your health care information is confidential.

### **If my problem is medical, should I consider Biodyne?**

Biodyne does not provide medical services, but Biodyne clinicians can assist you to cope better with your medical illness. They can work with your medical provider to coordinate their services in the management of chronic pain, migraines, fatigue, stress-related health problems and problems related to chronic medical illnesses.

### **What if I need inpatient psychiatric care?**

Biodyne manages BCBSAZ HMO inpatient care only. Biodyne does not manage BCBSAZ PPO inpatient care.\* BCBSAZ HMO members should call (800) 224-2125 to speak with a Biodyne clinician who will assist you. If you are already at a hospital ask that Biodyne be called for a crisis assessment to help us determine what level of care needs to be preauthorized.

\*PPO subscribers should have the facility call BCBSAZ for precertification for non-emergency admissions.

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## **BIODYNE SERVICES**

- Individual and group outpatient psychotherapy
- Alcohol and substance abuse treatment (adult and adolescent)
- Marital and family counseling
- Stress management
- Biofeedback treatment
- 24-hour, 7-day emergency assessment
- Care management
- BCBSAZ HMO members only: Chemical dependency intensive outpatient treatment

## **BIODYNE PROVIDERS**

All services are provided by our extensive statewide network of licensed professionals: psychologists, psychiatrists, nurse practitioners, masters level social workers and counselors, who can help you lead a more productive life.

**JUST A PHONE CALL AWAY | (800) 224-2125 | FOR A REFERRAL AND PREAUTHORIZATION**