



## **Attention FamilyCare Members:**

Behavioral Health Benefits for NJ FamilyCare Plans A/ABP, B, C, and D are changing as of **January 1, 2025**, if you are not part of the Managed Long-Term Services and Supports (MLTSS) or Division of Developmental Disabilities (DDD) programs.

### **Q1.** What is changing?

**A1.** Starting **January 1, 2025**, most outpatient behavioral health services will be managed by Aetna Better Health® of New Jersey, similar to your physical health treatment services. This means you will call us to find providers that are in our network and your providers will bill us for these services. Up until now, your Medicaid fee-for-service has been paying for these services with the benefits covered by your Health Benefits Identification card.

### **Q2.** What are outpatient behavioral health services?

**A2.** Behavioral health means the emotions and behaviors that affect a person's overall well-being. Services include those provided to members with mental health and/or substance use needs. The providers may be psychiatrists, counselors, social workers, or other professionals.

Outpatient behavioral health services include those where you are not in treatment overnight at a facility. It includes intensive level services where you may go to your behavioral health treatment provider multiple times a week; and traditional outpatient services where you see your behavioral health provider once a week or less.

### **Q3.** What do I need to do if I am already in these services?

**A3.** Discuss your ongoing treatment with your provider and ask if they are currently in network with Aetna Better Health of New Jersey. If they are, there are no changes you need to make. If the provider you see isn't in network, ask if they plan to join Aetna Better Health of New Jersey by **January 1, 2025**. Many providers are joining Aetna Better Health of New Jersey to ensure members don't have any interruptions to their treatment. Aetna Better Health of New Jersey will work with all providers to ensure there is a plan in place and that your treatment is not interrupted.

### **Q4.** I think I need these services, but don't want to wait until January. What do I do in the meantime?

**A4.** You can contact NJ Mental Health Cares for providers that are offering these services today at **866-202-4357** or call **1-844-REACHNJ** for services related to substance use

concerns. You can call Member Services at **855-232-3596 (TTY 711)** and request care management if you need more help getting connected to behavioral health treatment. If you are in crisis, please call **988** or go to your local emergency room for immediate assistance.

**Q5.** What if I am part of the specialty populations of MLTSS or DDD?

**A5.** Nothing is changing regarding your behavioral health benefits.

**Q6.** What if I don't know which plan I have?

**A6.** You can contact Aetna Better Health of New Jersey's Member Services **855-232-3596 (TTY 711)** to determine which plan you have and whether there is an impact to your benefits.

**Q7.** If I'm looking for behavioral health outpatient treatment after January, who do I call?

**A7.** You can call Aetna Better Health of New Jersey's Member Services at **855-232-3596 (TTY 711)** and ask for outpatient behavioral health providers. You can request care management if you need further help getting connected to treatment.

**Q8.** Do I need a referral from my Primary Care Provider (PCP) for outpatient behavioral health treatment?

**A8.** Aetna Better Health of New Jersey does not require you to get a referral for any specialist, including those for behavioral health.

**Q9.** Does my provider need to get prior authorization for me to get treatment?

**A9.** Some services do require your provider to get prior authorization. They can find out by calling Provider Services at **855-232-3596 (TTY 711)** or visiting the provider website: [aetnabetterhealth.com/newjersey/providers/prior-authorization.html](https://aetnabetterhealth.com/newjersey/providers/prior-authorization.html)

**Q10.** What is care management at Aetna Better Health of New Jersey?

**A10.** Care management is a team that helps members get connected to services and meet their health and wellness goals. This is a free service that comes with being a member of Aetna Better Health of New Jersey. You can get connected to this team by calling Member Services at **855-232-3596 (TTY 711)** and requesting care management. Your information will be shared with the Care Management team and they will contact you to go over some health questions and get you connected to a care manager who will work with you on your health goals.

**Q11.** What if I have problems like receiving a bill, finding a provider, or other concerns?

**A11.** You can call Member Services at **855-232-3596 (TTY 711)**, 24 hours a day/7 days a week for answers to any of your questions. You can also visit our website at [aetnabetterhealth.com/newjersey](https://aetnabetterhealth.com/newjersey) for more information about your coverage. Your member handbook is also a great resource and can also be viewed online [aetnabetterhealth.com/newjersey/member-materials-forms.html](https://aetnabetterhealth.com/newjersey/member-materials-forms.html) .