

# Yale HEALTH

## **Yale Health New Member Bulletin** Information To Help You With Yale Health Membership

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The Yale Health New Member Bulletin is a communication for New Members that is sent out periodically with detailed topics related to Yale Health coverage.

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## **This Bulletin's Topic: Behavioral Health**

At Yale Health, the mental well-being of all of our members is important. That's why you and your dependents have access to a full range of behavioral health services as part of your Yale Health benefit.

Your Yale Health behavioral health benefit includes treatment for stress, depression, and anxiety as well as other mental health and substance use issues.

Treatment for covered mental health conditions and addictions is provided through a local network of private practitioners that includes:

- psychiatrists,
- clinical psychologists,
- clinical social workers,
- psychiatric clinical nurse specialists,
- alcohol/drug counselors, and
- affiliated organizations such as Yale New Haven Hospital.

For the privacy of our members, behavioral health services are not accessed at the Yale Health Center but through our partner vendor Magellan Health Services. **Referrals from your primary care are not needed for behavioral health services**, so you may contact Magellan directly for information and network access. Care with one of our network providers that has been pre-authorized by Magellan is covered at 100%.

## How to Get Care

### Call Magellan for a Provider Recommendation

The Magellan telephone center is staffed around-the-clock by licensed mental health clinicians who are there to help you get the care you need.

When you call Magellan (800-327-9240 or TDD 800-456-4006) just stay on the line and if you do not choose any options offered by the automated telephone tree you will be connected to a licensed mental health clinician. If outpatient treatment is recommended you have two options for getting an appointment:

1. The Magellan clinician will give you names and contact information of providers in our network. You will call the providers to see if they are available and make an appointment.
2. Or you can ask the Magellan clinician to find you the earliest possible appointment with an available provider. Magellan will call you back with the date and time of your appointment.

### Find a Provider on the Magellan Website

Another way to find a network provider is through the [Yale Health/Magellan web page](#). Choose the provider search function from the menu on the top

and select the Behavioral Health Network.

At any point, if you are unsuccessful in getting an appointment with a behavioral health network provider you can ask for a Magellan clinician to do it for you.

Once you have selected a network provider from the list and made an appointment call Magellan for treatment authorization.

## Additional Information

Please feel free to visit our [Behavioral Health web page](#) for more information, as well as other resources including [Emergency Mental Health Services for Yale Health Members](#) and [Other Behavioral Health Services At Yale](#).

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Have questions about your membership coverage, or wish to discuss your new Yale Health membership? [Click here to schedule a new member meeting with the Member Liaison via telephone or Zoom.](#)

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Call first before you come in  
**Call your primary care provider**

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better together  
  

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