

BCBSAZ launches partnership with Quartet behavioral health care navigator

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When it comes to tackling two of Arizona’s most challenging health issues, substance use and mental health, Blue Cross® Blue Shield® of Arizona (BCBSAZ) comes at it from multiple directions.

Our Mobilize AZSM initiative supports the Arizona community in turning the tide against addiction and expanding resources for mental health. And now, there’s our partnership with Quartet, a behavioral health referral service company, to help make it normal and easy for our members to integrate mental and emotional well-being into their overall health plan.

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The time is right. A recent Kaiser Family Foundation poll showed that 30% of surveyed U.S. adults and 20% of school-aged children experience symptoms of mental health conditions.¹ Many of them have not received mental health counseling or therapy to address these symptoms.

As of July 1, 2021, Quartet is helping BCBSAZ members access appropriate in-network behavioral health care based on their needs and preferences, with a choice of convenient in-person or virtual appointments. The Quartet team has also been reaching out to primary care and behavioral health providers in the BCBSAZ network to share information about the referral process support that's available through Quartet.

Applicable lines of business

The Quartet navigator services are available to members age 18 or older who reside in Arizona and are covered through BCBSAZ fully insured plans (group and non-group) and all BCBSAZ Medicare Advantage plans, including those administered by P3 Health Partners and Arizona Priority Care.

All other lines of business are excluded: Routine referral processes will continue to apply for BlueCard[®], Medicare Supplement, Federal Employee Program[®] (FEP[®]), and all TPA-administered plans.

How Quartet supports PCPs

We strongly encourage all BCBSAZ network PCPs to integrate screening for mental health and substance use into every routine office visit, as a holistic healthcare best practice.² Even if a screening does not reveal symptoms of a specific disorder, patients often need one-on-one support in making behavioral changes that impact health quality, such as weight loss, healthy stress management, and smoking (or other substance use) cessation.

Quartet connects members with behavioral health providers. Every referred member gets an assigned Care Navigator who provides education, discusses care options, and supports the process of getting a timely appointment. You can make the difference in a patient's readiness to reach out for help. Please have that conversation and make a note for the member about [Quartet's free care navigator services](#).

At no charge to you, Quartet offers a HIPAA-compliant online referral platform that integrates easily into your practice's EHR system for efficient workflows and updates from the behavioral health provider. It can also identify high-risk patients in your practice who may benefit from mental health or substance use disorder services. To learn more, access [Quartet's referring providers page](#).

Quartet for behavioral health providers

Quartet will match you to referred patients based on your clinical specialty and network status, at no cost to you. Once patients are in your care, you'll be able to collaborate with referring providers about concerns and overall patient health. Using Quartet may also help you expand your client base through new referrals. For more information, visit [Quartet's mental health providers page](#).

We're excited about the value of partnering with Quartet for our members and our providers. To learn more about their mission, vision, and services, see [QuartetHealth.com](#).

Quartet is a separate, independent company contracted with BCBSAZ to provide behavioral health referral services for BCBSAZ members and providers.

Arizona Priority Care and P3 Health Partners are separate, independent companies that provide services to BCBSAZ Medicare Advantage providers and members.

¹ Source: [KFF Health Tracking Poll, Mental Health and Substance Use State Fact Sheets](#)

² Source: [AAFP, Mental Health Care Services by Family Physicians \(Position Paper\)](#)

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

