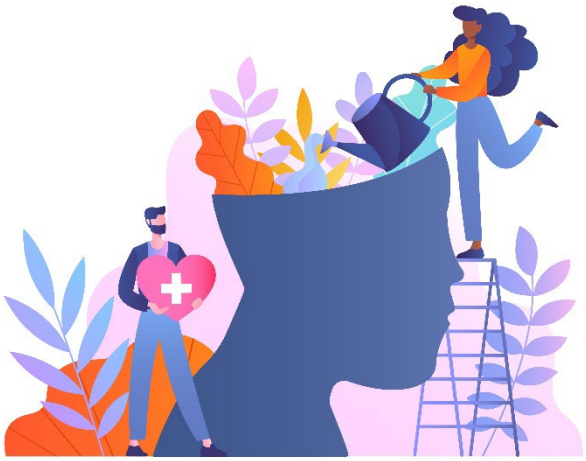
New! Behavioral Health Referrals Update

Are you looking for referral options for members with mental health or substance use disorder service needs? We're here to help!

Partnership has assumed call center responsibilities for both providers and members from our contracted behavioral health vendor, Carelon Behavioral Health.



What does this mean?

The phone number for our providers to receive support will now be answered by Partnership's new behavioral health access guides. They will be able to assist you to ensure Partnership members are appropriately directed and connected to services. Members can also call this number to receive direct support.

You can receive support with member referrals from the following options:

- Call (**855) 765-9703** to receive assistance in coordinating referrals and services for members with behavioral health needs.
- To submit member referrals for behavioral health services, we ask that you complete Partnership's Behavioral Health Referral Form and email it to BH-Access@partnershiphp.org. Scan the QR code or click the link above to access Partnership's Behavioral Health Referral Form.
- If you prefer to send the referral form to us via fax, please fax it to **(707) 914-0453**.

Partnership's new role in taking on call center functions does not impact the way you are contracted, credentialed, or how you get paid; these responsibilities will remain with Carelon. If you have any questions regarding claims, credentialing, or contracting, please contact Carelon Network Services directly at **(207) 910-1267**.