

Increasing access. Removing barriers. Fostering innovation. Leading the Way.

Access to Care, Where and When Vermonters Need It

Our members' access to therapists exceeds the national benchmark for Blue Cross® and Blue Shield® plans throughout the country.

Network size:

2,632

IN-NETWORK MENTAL
HEALTH THERAPISTS

Therapist-to-Member Ratio:

8.4 ACTIVE THERAPISTS per 1,000 MEMBERS

more than double the national Blue Cross plan
average of 3.4 active therapists per 1,000 members

Availability:

41% OF THERAPISTS ARE
ACCEPTING NEW PATIENTS

surpassing the 38% national average of
other Blue Cross plans

Greater access means more Vermonters can get care sooner, reducing their needs for more intensive care and crisis interventions.

With No Prior Approvals Needed, Vermonters Benefit

Blue Cross VT eliminated prior approval for all in-state, in-network mental health services and substance use disorder treatments. This important change gives our members:



Earlier Treatment: Faster access ensures timely care.



Prevention Focus: Reduces the need for interventions.



Cost Efficiency: Earlier treatment and prevention helps reduce healthcare expenses in the long run.

Around-the-Clock Care Prioritizes Vermonters' Well-being

Mental health needs don't follow office hours. Blue Cross VT's telemedicine services offer mental health and substance use disorder support whenever it's needed most.



24/7 Appointments: Access to care anytime.



Convenience: Virtual, face-to-face sessions eliminate travel and scheduling barriers.



Specialized Programs: Serious Mental Illness, Child & Adolescent, and Maternal Health programs deliver care tailored to members' needs.

Collaboration with Providers Innovates Care

Since 2013, Blue Cross VT has partnered with the **Brattleboro Retreat** to create and support **Vermont Collaborative Care (VCC)**, integrating mental health with physical health care.



Comprehensive Case Management. A dedicated team of medical and mental health professionals supports members across all conditions.



Member-Centered Approach: Case managers work closely and directly with members to help them achieve personalized, holistic health goals.

VCC's Proven Impact:

14% REDUCTION IN
TOTAL CLAIMS

Recognizing the impact of chronic pain on mental health, Blue Cross VT partnered with **UVM Medical Center's Comprehensive Pain Program** to offer an innovative patient-focused, value-based program.

- **Minimizes reliance on pain medications.**
- **Integrates conventional treatments with complementary therapies**, such as yoga and acupuncture.
- **Reduces anxiety, depression, and sleep disturbance** and improves physical function, social roles, and activities, according to patient reports.
- **Offers bundled payments**, giving providers treatment plan flexibility and reducing barriers to care.

As Vermonters committed to the health of Vermonters,
let's continue the conversation.

Talk2Us@bcbsvt.com