

Important Plan Information



**Your member handbook has been changed to include new services:
Crisis residence services for children and adults**

Starting **December 1, 2020**, BlueCross BlueShield will pay for crisis residence services. These are overnight services. These services treat children and adults who are having an emotional crisis. These services include:

Residential crisis support

This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.

Intensive crisis residence

This is a treatment program for people who are age 18 or older who are having severe emotional distress.

Children's crisis residence

This is a support and treatment program for people under age 21. These services help people cope with an emotional crisis and return to their home and community.

To learn more about these services, call Member Services at 866-231-0847 (TTY 711).

[bcbswny.com/stateplans](https://www.bcbswny.com/stateplans)

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