



601 12<sup>th</sup> Street  
Oakland, CA 94607

October 16, 2024

**Subject: Notification of January 2025 updates to the Blue Shield *Medical Interface Manual***

Dear IPA/medical group:

Blue Shield is revising the *Medical Interface Manual* (Manual). The changes in the provider manual section listed below are effective January 1, 2025. On that date, you can search and download the revised manual on Provider Connection at [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider) in the *Provider Manuals* section under *Guidelines & resources*.

This Manual details Blue Shield's protocols for coordinating the treatment of mental health and substance use disorders between behavioral health providers managed by the Blue Shield mental health service administrator (MHSA) and primary care physicians and is a resource for providing integrated care.

The *Medical Interface Manual* is included by reference in the agreement between Blue Shield of California (Blue Shield) and those IPAs and medical groups contracted with Blue Shield. If a conflict arises between the *Medical Interface Manual* and the agreement held by the IPA or medical group and Blue Shield, the agreement prevails.

If you have any questions regarding this notice or about the revisions that will be published in the January 2025 version of this Manual, please contact your Blue Shield Provider Relations Coordinator.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza Arjoyan".

Aliza Arjoyan  
Senior Vice President  
Provider Partnerships and Network Management

## Updates to the January 2025

### *Medical Interface Manual*

#### Section 1: Introduction

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*Updated* section in boldface type, as follows:

Since significant overlap can occur between medical problems, mental health and substance use disorders, HAI-CA, a subsidiary of Magellan Health Services, Blue Shield of California's (Blue Shield) mental health service administrator (MHSA), **for fully insured products**, wants to facilitate treatment of members that is coordinated between the behavioral health provider and the physician. The purpose of this manual is to provide IPAs and medical groups with an overview of Blue Shield and Blue Shield MHSA protocols developed to promote the integration of medical and behavioral health treatment. The term Behavioral Health refers to Mental Health and Substance Use Disorder throughout this manual. **Behavioral Health services for self-insured and shared advantage products are managed by Blue Shield.**