

Resources for members coping with the MSU tragedy

In February 2023, we posted a [provider alert](#) for behavioral health providers with a link to the document titled [Behavioral health resources to discuss with your patients](#).

In that document, we outline several crisis resources that members can call to get assistance in coping with the effects of the Feb. 13 tragedy at Michigan State University.

Here are additional resources to which providers can refer members who are continuing to struggle.

- Contact the MSU-CAPS (Counseling & Psychiatric Services) program on campus to get help accessing local resources. This program is available 24/7. To speak with a crisis counselor, call 517-355-8270 and press 1 at the prompt.
- Contact the resources listed below, which are care management service areas for members and their relatives who have coverage through Blue Cross Blue Shield of Michigan, Blue Care Network or Blue Cross Complete. Care management staff will reach out to the member and assist them in accessing the help they need.

For these members	What to do	Information needed
Blue Cross commercial BCN commercial	Email cmreferrals@bcbsm.com (Blue Cross Coordinated Care)	<ul style="list-style-type: none"> • Member's name, Blue Cross or BCN contract ID and phone number • Best time to reach the member • Mention MSU in the subject line
Medicare Plus Blue BCN Advantage	Email HCCReferrals@bcbsm.com (Blue Cross Coordinated Care)	
Blue Cross Complete (Medicaid)	Call 1-800-228-8554 (Blue Cross Complete Member Services)	<ul style="list-style-type: none"> • Blue Cross Complete member ID • Ask for Integrated Health Care Management program

As a reminder, all providers can refer to the document [Behavioral health resources to discuss with your patients](#) for information about:

- The main Blue Cross and BCN numbers to call
- Resources on the web for Blue Cross and BCN members
- Online therapy
- Local behavioral health crisis resources
- National behavioral health crisis resources

In addition, members can call or text 988 to reach the national 988 Suicide and Crisis Lifeline.