
Quartet Care Navigation Platform: FAQ for behavioral health providers is available

The [Quartet Care Navigation Platform: FAQ for behavioral health providers](#) is now available on the following webpages:

- [Blue Cross Behavioral Health](#) at ereferrals.bcbsm.com. In the section titled “For both Blue Cross commercial and Medicare Plus Blue members,” look under the “General resources” heading.
- [BCN Behavioral Health](#) at ereferrals.bcbsm.com. Look under the “Other resources” heading.
- On the Provider Resources site, which is accessed through our provider portal (availability.com*). On the Member Care menu, click *Behavioral Health* and look under the “General Resources” heading.

Through Quartet, a behavioral health provider can receive referrals, accept new patients, track the patient’s progress and access clinical assessments and other resources.

Join the Quartet online platform

To find out how behavioral health providers can join the Quartet online platform, and to learn more about Quartet’s guidelines and patient referral process, refer to the [Quartet Care Navigation Platform: FAQ for behavioral health providers](#) document; look for the question “How can I register with Quartet as a behavioral health provider?”

More about Quartet

In the [April 2023 issue of The Record](#), we published an article saying that Blue Cross Blue Shield of Michigan has contracted with Quartet, an independent company that connects outpatient behavioral health providers with new patients through an online platform at no cost to the provider or patient.

Starting July 1, 2023, Quartet will begin referring members seeking outpatient treatment to behavioral health providers registered on Quartet’s platform, based on the patient’s needs and preferences and the provider’s clinical specialty and their availability.

Quartet’s services will be available to the following adult members (18 years of age or older) who reside in Michigan:

- Fully insured Blue Cross commercial members
- Fully insured Blue Care Network commercial members
- All BCN Advantage members
- Select Medicare Plus Blue members



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Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

Category: Behavioral health

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Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan to connect Blue Cross and BCN members seeking outpatient behavioral health services with the appropriate behavioral health providers.

Availity[®] is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.