

Online behavioral health care navigation solution to end March 2025

The online behavioral health care navigation solution that Blue Cross Blue Shield of Michigan and Blue Care Network implemented with vendor, Quartet, will end on March 31, 2025.

The purpose of this program was to connect Blue Cross and BCN fully insured commercial and Medicare Advantage members in Michigan with outpatient behavioral health providers.

Blue Cross and BCN will reach out in early 2025, to the behavioral health providers who joined the Quartet online platform to inform them directly about this change.

Quartet will continue providing behavioral health referrals into March 2025. Specifically:

- Members can request a new behavioral health referral through March 9, 2025.
- For member referrals received through March 9, Quartet will work with the provider and member to provide connections for behavioral health services through March 31, 2025.
- The last day of Quartet's contract with Blue Cross is March 31, 2025.

After March, members who need assistance identifying outpatient behavioral health providers can use these ongoing resources:

- Search our [online provider directory](#)
- Contact the mental health phone number on the back of their Blue Cross or BCN member ID card
- Contact AbleTo for online behavioral health services at ableto.com/bcbasm* or by calling 1-866-287-1802

[Subscribe](#) to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.

*While Blue Cross Blue Shield of Michigan and Blue Care Network recommend this website and we're responsible for its Blue Cross and BCN-specific content, we don't own or control this website.

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.