



Dear Valued Client,

Welcome to Behavioral Health Partners (BHP). BHP is a mental health resource for University of Rochester eligible employees, non-Medicare eligible retirees, and adult dependents enrolled in a University Health Care Plan. Our mission is to provide personalized and accessible mental health care to improve the overall health and well-being of UR employees and their families.

Location:

Our main location at 179 Sully's Trail in Pittsford, right off of 490. When you arrive, please park in one of the designated UR visitor parking spots right in front of the building.

Our second location is located in Strong Memorial Hospital at 300 Crittenden Blvd. This location is currently only available on Mondays. You may park in the Mental Health and Wellness Lot with a parking pass that can be obtained at front desk.

We also offer all of our services through telehealth. If you've scheduled a telehealth appointment, you will receive instructions on how to access your appointment when you get your appointment reminder in MyChart. Please be aware, if you plan to utilize our telehealth option, you need to be physically located in New York state.

Services:

We offer treatment for mental health concerns such as anxiety, stress, and depression. Our clinical team can provide psychotherapy, discuss the possible role of medications and prescribe as needed. BHP providers customize treatment duration based on individual needs, focusing on short-term, goal-oriented care.

Cost of Services:

The cost of services at BHP varies depending on the health plan a client is enrolled in:

YOUR PPO Plan: Clients enrolled in the YOUR PPO Plan will have no out-of-pocket cost for services at BHP. Services received through BHP are not subject to a co-pay if you are enrolled in the PPO Plan.

YOUR HSA-Eligible Plan: Clients enrolled in the YOUR HSA-Eligible Plan will be responsible for an out-of-pocket fee until their annual deductible is met. Federal regulations require that HSA-eligible plan members pay the allowable cost of all covered medical and pharmacy benefits until they have met their deductible for the year.

Charges vary depending on the type of visit. A HSA account can be used to pay for visits. To obtain information regarding the cost of services or procedures, please call Excellus BlueCross Blue Shield at 1-800-659-2808 or email them at ERO.SelectDedicated@excellus.com. The codes below can be provided to Excellus to receive BHP cost information:

- 90791HSA – New Patient Visit
- 90834HSA – Follow-up Visit
- 99215HSA – Medication New Patient Visit
- 99213HSA, 99214HSA, 99215HSA – Medication Follow Up Visit

If you are experiencing difficulty paying for your health care needs, please call the Financial Assistance Program at (585) 784-8889.

Urgent needs:

MyChart messages should be used for non-urgent communications only, and we ask that you call the office at (585) 276-6900 with any urgent needs. Our phones are answered Monday-Friday 7:30am-4pm. Outside of these hours, please contact the UR Behavioral Health Crisis Line at 585-275-8686 for any urgent concerns. The Crisis Line is answered by trained clinicians 24 hours a day, 7 days a week.

Collaboration:

Our BHP provider will request your consent to communicate with your other treatment providers (such as doctors, nurse practitioners, etc.). This collaborative approach helps us ensure the best possible outcomes for your care. Additionally, please be aware that your care providers will have access to your progress notes to support coordinated treatment. If you prefer not to consent to this communication, we're happy to provide referrals to other mental health care options.

Attendance:

We ask that you provide at least 24 hours notice for cancellations whenever possible, and we'll strive to accommodate unexpected changes.

If you have any questions, concerns or need additional information, please do not hesitate to contact our office. Thank you for choosing Behavioral Health Partners as your partner in healthcare. We look forward to working with you!

Sincerely,

Your Behavioral Health Partners Team