



601 12th Street
Oakland, CA 94607

October 17, 2025

Subject: Notification of January 2026 updates to the Blue Shield *Medical Interface Manual*

Dear Provider:

Blue Shield is revising the *Medical Interface Manual* (Manual). The changes in the provider manual sections listed below are effective January 1, 2026.

On that date, you can search and download the revised manual on Provider Connection at www.blueshieldca.com/provider in the *Provider Manuals* section under the *Guidelines & resources* tab.

You may also request a PDF version of the revised *Medical Interface Manual* be emailed to you once it is published by emailing providermanuals@blueshieldca.com.

This Manual details Blue Shield's protocols for coordinating the treatment of mental health and substance use disorders between behavioral health providers managed by Blue Shield 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 2026 version of this Manual, please contact your Blue Shield Provider Relations Coordinator.

Sincerely,

A handwritten signature in black ink that reads "Kimberli Robinson".

Kimberli Robinson
Vice President, Network Operations

blueshieldca.com

**Updates to the January 2026
Medical Interface Manual**

All Sections

Beginning January 1, 2026, Blue Shield will administer all behavioral health services (mental health and substance use disorder services) that were previously administered by Magellan Health, Inc.

Updates were made throughout this manual related to prior authorization, utilization management, care management, and contact information for behavioral health services administration. Additional information will be provided prior to January 1, 2026 via Blue Shield provider education and communications.