



## Client Survey

This survey is for individuals currently receiving mental health services in Michigan.

Blue Cross Blue Shield of Michigan (BCBSM) recently announced a change to their billing policies that may prevent some clients from seeing their current therapist after March 1, 2027. If you are a BCBSM member, this policy change could directly impact your care.

Your feedback will help us show policymakers, legislators, and insurance decision-makers how this change affects real people and families across our state.

**Your privacy is our priority:** Your responses are anonymous, and no personal identifying information will be collected. Every question is optional—if you prefer not to answer, simply leave it blank. Thank you for sharing your experience to help us protect access to mental health care in Michigan.

1. Are you the client or are you answering on behalf of the client e.g. for your child?

Client

Client's representative

- I am the client
- I am the client's representative

2. What county do you live in?

Short answer text

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3. What is your zip code?

Your answer

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4. Which best describes where you live?

- Rural community
- Small town or suburb
- Mid-size city
- Large city or metro area

5. Age of the person receiving mental health services. Enter age or leave blank if you prefer not to say.

Your answer

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6. What type of health insurance do you currently have? (Select all that apply)

- Blue Cross Blue Shield of Michigan (commercial)
- Blue Care Network
- Medicaid / Healthy Michigan Plan
- Medicare
- Other commercial insurance
- Uninsured / self-pay
- Prefer not to say

7. Are you currently receiving mental health services (therapy, counseling, or psychiatric care)?

- Yes
- No, but I have in the past
- No, and I have tried to find care but have been unable to
- No, I have not sought care

8. If you are currently in care, do you know whether your provider holds a full license or a limited license?

- My provider holds a full license
- My provider holds a limited license
- I don't know / I've never thought about it
- Not applicable – I'm not currently in care

9. How long did it take you to find a mental health provider who accepted your insurance and had an opening?

- Less than 2 weeks
- 2 - 4 weeks
- 1 - 3 months
- over 3 months

10. Have you ever been unable to get mental health care because no provider in your area accepted your insurance?

- Yes
- No
- Unsure

11. If your current therapist or counselor could no longer bill your insurance and you had to find a new provider, what would you most likely do?

- Continue with my current provider and pay out of pocket
- Try to find a new provider who accepts my insurance
- Go without care – I cannot afford out of pocket
- Go without care – I don't expect to find another provider quickly
- Not applicable – I am not currently in care

12. Could you afford to pay for mental health care out of pocket if your insurance no longer covered your current provider?

- Yes, without difficulty
- Possibly, with financial strain
- No – out-of-pocket costs would be a significant barrier
- Not applicable

13. Has mental health care made a difference in your life or the life of someone you care about? If you're comfortable, please tell us about it.

*Share your experience (optional)...*

Your answer

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14. What would it mean for you personally if you lost access to your current mental health provider - or if it became much harder to find one in the future?

Your answer

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15. What do you want Blue Cross Blue Shield of Michigan and Michigan legislators to know about mental health care access in your community?

*Your message to decision-makers...*

Your answer

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**QR code to access the Client Survey :**

