

NOTICE: Termination of Subcontractor

We want to tell you about some changes with your telehealth mental health services. These changes might affect you. On 10/01/2024, Health Plan of San Joaquin/Mountain Valley Health Plan (“Health Plan”) will end the contract with Carelon Behavioral Health.

How will this affect you?

Your current provider will not be able to offer services to you anymore. Do not worry. You can still get these services. We will help you find a new provider.

As of 10/01/2024, Health Plan will handle your telehealth mental health services. We will also run the call center for any questions or changes you need to make to your telehealth mental health services. This includes things like finding a new provider and learning about your benefits.

What is Continuity of Care (CoC)?

You may be able to keep your current doctors for up to 12 months as part of continuity of care. This includes your primary care doctor, specialists, and most therapists. Please call Health Plan’s customer service department at **1-888-936-PLAN (7526) Monday - Friday from 8AM-5PM** with any questions, or to find out if you qualify for continuity of care. You can also visit Health Plan’s website at <https://www.hpsj.com/continuity-of-care/> to get a written copy of continuity of care information.

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact Health Plan’s customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects consumers, by telephone at its toll-free number, **1-888-466-2219, or at a TDD number for the hearing and speech impaired at 1-877-688-9891**, or online at www.dmhca.gov.

What if I want to see an in-network provider?

If you would like to change to a new telehealth mental health services provider, please call Health Plan at **1-888- 936-PLAN (7526) TTY/TDD 711**. We will help you find a provider that fits your needs.

What if I have questions?

If you need help understanding this letter, please call Health Plan at **1-888-936-PLAN (7526)** to have this letter explained to you over the telephone. If you are speaking or hearing impaired, please use **TTY/TDD number 711 between 8 AM to 5 PM** for help.

The State Medi-Cal Managed Care “Ombudsman Office” can help you with any questions. You can call them at **1-888-452-8609 Monday - Friday from 8AM-5PM**. You can also get help from your doctor or call us at **1-888- 936-PLAN (7526) TTY/TDD 711**.

Sincerely,

Health Plan of San Joaquin/Mountain Valley Health Plan