

June 5, 2019

BEHAVIORAL HEALTH TERMINATION

Community Health Choice (Community) has made the decision to terminate our contract with Beacon Health Strategies, our behavioral health services provider, for our CHIP/STAR and Marketplace membership.

Effective **September 1, 2019**, Community will begin to coordinate behavioral health services directly for our CHIP/STAR and Marketplace membership.

Community is excited about this opportunity to insource behavioral health services for our CHIP/STAR and Marketplace Members and provide a truly integrated delivery model to these vulnerable populations. The integrated model will also provide a strong clinical and operational foundation for future DSNP and STAR+PLUS programs that we anticipate implementing in January and June 2020, respectively.

FREQUENTLY ASKED QUESTIONS

Q: How does this affect CHIP/STAR and Marketplace Members who are currently receiving behavioral health services?

A: Member benefits will not be affected. Beacon will continue coordinating behavioral health services until the end of their contract which is midnight on August 31, 2019. The phone number to call for behavioral health benefits will not change.

Our plan is to add all current Beacon Providers to our network. If a Provider does not join our network by July 15, 2019, we will notify affected Members and assist them in choosing another Provider.

Q: What Members will receive notification and when?

A: Community will only notify Members who are actively receiving services from a Provider who **will not** participate in our network by July 15, 2019, which is more than 30 days before the transition date.

Community will also notify Members who are no longer actively receiving services from a Provider who **will not** participate in our network by July 15, 2019, but **did** receive a service from that Provider in the past 12 months.

Should you have any questions, please contact Provider Services at 713-295-2295 or email at ProviderWebInquiries@communityhealthchoice.org.