



CONTINUITY OF CARE WITH A NON-PARTICIPATING PROVIDER FOR NEW MEMBERS

Under certain circumstances, new Members of Carelon Behavioral Health of California, Inc. be able to temporarily continue receiving covered services for both Mental Health Substance Use Disorder (MHSUD) services and Employee Assistance Program (EAP) services from a Non-Participating Provider.

Group Changed Health Plans: Transition assistance is available for Members of a new Group who are receiving treatment for an Acute or Serious Chronic mental health condition from a Non-Participating Provider when the Group changes health plans to Carelon Behavioral Health of California. This also applies to those individuals who had been receiving treatment from a behavioral health provider for issues related to a terminal illness, performance of a surgery or other procedure that is authorized by the plan as part of a documented course of treatment and is to occur within 180 days of the effective date of coverage for a newly covered enrollee, pregnancy and the immediate postpartum period, care of a newborn child between birth and age 36 months, and those individuals who have a diagnosis that falls under the category of maternal mental health. Typically, such conditions require continued care with a Non-Participating Provider for a limited period of time. Carelon Behavioral Health of California will cover the following transition periods to continue a Member’s course of treatment with the

Non-Participating Provider prior to transferring to a Participating Provider:

Time Period for Completion of Covered Services with a Non-Participating Provider:	
Acute Condition	Duration of the Acute Condition
Serious Chronic Condition	Not to exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a newly covered enrollee
Terminal Illness	Duration of the terminal illness which may exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a new enrollee
Pregnancy (three trimesters of pregnancy and the immediate postpartum period)	Duration of the pregnancy
Maternal Mental Health Condition	Not to exceed 12 months from the diagnosis or from the end of pregnancy, whichever occurs later
Care of Newborn (birth- 36 months)	Not to exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a newly covered enrollee
Surgery or Other Procedure	To occur within 180 days of the contract’s termination date or within 180 days of the effective date of coverage for a newly covered enrollee

The length of the transition period shall take into account on a case-by-case basis, the severity of the Member's condition and the amount of time reasonably necessary to effectuate a safe transfer. Reasonable consideration shall be given to the potential clinical effect a change of provider would have on the Member's treatment for the condition.

In order for a new Member to receive the Covered Services described in this Section from a Non-Participating Provider, the Non-Participating Provider must agree to accept the same contractual terms and conditions, including rates, as the Carelon Behavioral Health of California Participating Providers. The amount of, and the requirement for payment of, copayments, deductibles, or other cost-sharing components during the period of completion of covered services with a nonparticipating provider are the same as would be paid by the enrollee if receiving care from a provider currently contracting with or employed by the plan. Carelon Behavioral Health of California is not required to cover services or provide benefits that are not otherwise covered under the Carelon Behavioral Health of California's Benefit Plan Subscriber Group Agreement. This section does not apply to new Members who have an out-of-network option or had the option to continue with the previous health plan or mental health provider and instead voluntarily chose to change health plans. If you are a new Member and believe you qualify for continuity of care with a non-participating provider, please call the Carelon Behavioral Health of California's Member Services Department to request assistance with these transitional services.

CONTINUITY OF CARE WITH A TERMINATED PROVIDER

Completion of Covered Services: Completion of covered services shall be provided by a terminated provider to an enrollee who, at the time of the contract's termination, was receiving services from that provider (provided the contract termination was not related to a medical disciplinary cause, fraud, or other criminal activity) for one of the following conditions: Acute or Serious Chronic mental health condition or an issue related to terminal illness, performance of a surgery or other procedure that is authorized by the plan as part of a documented course of treatment and is to occur within 180 days of the contract's termination date, pregnancy and the immediate postpartum period, care of a newborn child between birth and age 36 months, and those individuals who have a diagnosis that falls under the category of maternal mental health. Typically, such conditions require continued care with a Terminating Provider for a limited period of time. Carelon Behavioral Health of California will cover the following transition periods to continue a Member's course of treatment with the Terminating Provider prior to transferring to a Participating Provider:

Time Period for Completion of Covered Services with a Terminating Provider:	
Acute Condition	Duration of the Acute Condition
Serious Chronic Condition	Not to exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a newly covered enrollee
Terminal Illness	Duration of the terminal illness which may exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a new enrollee
Pregnancy (three trimesters of pregnancy and the immediate postpartum period)	Duration of the pregnancy
Maternal Mental Health Condition	Not to exceed 12 months from the diagnosis or from the end of pregnancy, whichever occurs later
Care of Newborn (birth- 36 months)	Not to exceed 12 months from the contract termination date or 12 months from the effective date of coverage for a newly covered enrollee
Surgery or Other Procedure	To occur within 180 days of the contract's termination date or within 180 days of the effective date of coverage for a newly covered enrollee

In order for a Member to receive the Completion of Covered Services described in this section, the Terminating Provider must agree to accept the same contractual terms and conditions, including rates, as the Carelon Behavioral Health of California Participating Providers. The amount of, and the requirement for payment of, copayments, deductibles, or other cost-sharing components during the period of completion of covered services with a terminated provider are the same as would be paid by the enrollee if receiving care from a provider currently contracting with or employed by the plan. If you are an affected Member and believe you qualify for continuity of care with a terminated provider, please call the Carelon Behavioral Health of California's Member Services Department to request assistance with these transitional services.

Please note: You should not continue care with a Non-Participating Provider without the formal approval of Carelon Behavioral Health of California. If you do not receive pre-authorization by Carelon Behavioral Health of California, payment for services performed by a Non-Participating Provider will be your responsibility.