

**Re: Important Update to Your Behavioral Health Benefits**

Dear Member,

We're writing to inform you that, pending regulatory approval, Scripps Health Plan will transition from Magellan Healthcare to Carelon Behavioral Health (**Carelon**) as our behavioral health services provider, effective **April 1, 2026**. This change reflects our commitment to providing you and your family with high-quality care and support.

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**What it Means for You**

- **New Provider Network:** Carelon will offer access to a broad network of mental health professionals, including psychiatrists, psychologists, licensed therapists, and specialized clinical programs.
- **Continuity of Care:** Your current authorizations, treatment plans, and provider relationships will be honored during the transition, in alignment with our Continuity of Care policy.
- **Provider Participation:** Carelon is inviting frequently used Magellan providers to join their network. The provider directory will be updated as they join.

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**Key Information**

- **Effective Date:** April 1, 2026
- **Carelon Customer Service:** 844-571-1642
- **Provider Directory:** <https://www.carelonbehavioralhealthca.com/find-a-provider>

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**Next Steps for You****1. Verify Provider Participation**

- Before April 1, 2026, check whether your current provider is in Carelon's network.
- You may search the Carelon Behavioral Health directory at the website above or notify your provider about this transition.

**2. Continuity of Care Options**

- If your provider is not in Carelon's network:
  - **Automatic Approval:** You may continue seeing your current provider for **90 days** at in-network rates, subject to our Continuity of Care policy.
  - **Possible Extension:** If deemed medically necessary, Carelon may allow treatment with your current provider for up to **12 months**.
- During this time, you'll be responsible for your usual copay, if applicable.

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## Questions?

If you have any questions or need assistance, please contact:

### **Scripps Health Plan Customer Service:**

- Toll-Free: **1-844-337-3700**
- TTY (Hearing/Speech Impaired): **1-888-515-4065**
- Hours: Monday–Friday, 8 a.m.–5 p.m. PST

Thank you for being a valued member of Scripps Health Plan. We're confident this transition will enhance the behavioral health services available to you.

Sincerely,

**Scripps Health Plan**