



November 29, 2011

Subject: Change in Blue Shield of California and Blue Shield Life & Health Insurance Company's mental health service administrator

Dear Blue Shield Member,

I'm writing to let you know that in the next few days, you will receive a letter from Blue Shield's mental health service administrator (MHSA) team amending your current authorization for mental health services. Blue Shield of California and Blue Shield Life & Health Insurance Company (Blue Shield) are transitioning to a new MHSA team as of January 1, 2012.* The letter you will receive explains that your current authorization will expire December 31, 2011, and that you or your provider will need to contact Blue Shield's new MHSA team to obtain a new authorization for services on or after January 1, 2012. We want to assure you that this does not affect your Blue Shield member benefits.

Beginning, January 1, 2012, Blue Shield's new MHSA team will be available to provide all the same services you are accustomed to receiving from the current MHSA team. Just call them on or after January 1, 2012 at **(877) 263-9952** [TDD/TTY LINE: 1-877-424-6004], Monday through Friday, 8 a.m. to 5 p.m., for assistance. You can call to request authorizations, to find a provider, to receive help with your claims, or to ask questions about your behavioral health care. As you can see, the customer service phone number for reaching the new MHSA on and after January 1 will be the same one you use to reach the current MHSA now; we have kept that number the same for your convenience. Only the TDD/TTY phone number will change on January 1, 2012 (see below).

Along with the new MHSA team, there will be a new provider network, and we want to be sure you understand how that will work for you on or after January 1, 2012. Please review the document we've enclosed with this letter that provides more details on this important information:

- Options for continuing or accessing care with your current and/or preferred mental health services provider.
- How to find out if your current or preferred mental health services provider is in the new network as of January 1, 2012, or how your provider can join the new network if he or she chooses to do so to remain available to you as a network behavioral health provider.
- The 60-day transition period from January 1, 2012 to March 1, 2012 – what it means, if it affects you, and whether you need to find a new network provider to continue receiving coverage for mental health services on or after January 1, 2012.

If you have additional questions, Blue Shield's current MHSA team remains available to you between now and December 31, 2011 and will direct you to the best person to answer your questions. Just contact them at **(877) 263-9952** [TDD/TTY LINE: 1-877-329-1669], Monday through Friday, 8 a.m. to 5 p.m. Beginning January 1, 2012, you can easily contact the new MHSA team at the same telephone number, **(877) 263-9952** or the new [TDD/TTY LINE: 1-877-424-6004].

Sincerely,

Shari Glago
Senior Network Manager

Enclosure
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*Pending regulatory approval