

Dear Subscriber,

We are writing to inform you about an important change to your behavioral health coverage.

Pending regulatory approval, effective January 1, 2025, Scripps Health Plan will transition from Evernorth Behavioral Health to Magellan Healthcare as our behavioral health services provider. This change reflects our commitment to offering you the best possible care and support for your overall well-being.

What This Means for You and Your Dependents

- **New Provider Network:** You'll have access to a wide range of mental health professionals, including psychiatrists, psychologists, and licensed therapists.
- **Innovative Programs:** Magellan Healthcare offers advanced resources to support various mental health needs.
- **Continuity of Care:** Your current authorizations, treatment plans and provider relationships will be honored through the transition period when approved under our Continuity of Care policy.
- **Invitation to Participate to Existing Providers:** Magellan is extending a contract to the most frequently utilized providers through Evernorth. While provider participation is optional, we hope that they will elect to continue with Magellan. The directory will be updated regularly as these providers complete the contracting and credentialing process.

Key Information

- **Effective Date:** January 1, 2025
- **Magellan Healthcare Customer Service:** 1-866-272-4084
- **Provider Directory:** https://www.magellanassist.com/disclaimer/SOC_pps.aspx

Action Steps

- If you're currently receiving behavioral health services, inform your provider about this change.
- For services after January 1, 2025, verify that your provider is in the new network or contact Magellan Healthcare for assistance.
- If your current provider is not in the Magellan network and you wish to continue treatment, you may request continuation for a limited period. Call our Customer Service team or visit www.scrippshealthplan.com/continuity-of-care for more information and to access the request form.

Our team is working diligently with Magellan and Evernorth to ensure a smooth transition. If you have any questions or need assistance, please contact Scripps Health Plan Customer Service toll free at **1-844-337-3700** or for the hearing and speech impaired **TTY: 1-888-515-4065**, Monday through Friday from 8 a.m. to 5 p.m. PST.

Thank you for being a valued member of Scripps Health Plan. We're confident this change will provide you with enhanced behavioral health services and support.

Sincerely,
Scripps Health Plan