

\*Member Handbook\*

Dear Member,

On September 1, 2019, your behavioral health provider will change from Beacon Health Options to Community Health Choice. Your behavioral health benefits will not change. Here is the information that we will add to our CHIP and Medicaid Member Handbooks when we print them again.

### **How do I get help if I have behavioral (mental) health, alcohol or drug problems?**

**Until 8/31/2019:** As Community Health Choice Members, if you/your child has a problem with drugs, alcohol or mental health, call Beacon Health Options, our Provider of mental health and drug and alcohol abuse treatment services. Some mental health or substance abuse problems may also need urgent care. For help with these problems or for more information, please call Beacon Health Options. Call toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

**Starting 9/1/2019:** If you/your child has a problem with drugs, alcohol, mental health or needs urgent care, call Community Health Choice toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

### **Do I need a referral for this?**

You do not need to see your Primary Care Provider first or get a referral from your Primary Care Provider. Some mental health or substance abuse problems may also need urgent care.

**Until 8/31/2019:** For help with these problems or for more information, please call Beacon Health Options toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

**Starting 9/1/2019:** For help with these problems or for more information, please call Community Health Choice toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

Community Health Choice follows the Mental Health Parity and Addiction Equity Act (MHPAEA). We review to make sure that requirements for mental health benefits are the same and not more restrictive than medical benefits. If you have any questions, please call Member Services toll-free at 1.888.760.2600.

### **CHIP Appeals**

#### **What can I do if my doctor asks for a service for me/my child that is covered but Community Health Choice denies or limits it?**

Send your Behavioral Health appeal to:  
Community Health Choice, Inc.  
ATTN: BH Appeals  
P.O. Box 1411  
Houston, TX 77230  
Fax: 713.576.0934 (Standard)  
Fax: 713.576.0935 (Expedited)

#### **How do I ask for an Expedited Appeal?**

Send your Behavioral Health appeal to:  
Community Health Choice, Inc.  
ATTN: BH Appeals  
P.O. Box 1411  
Houston, TX 77230  
Fax: 713.576.0935 (Expedited)

### **STAR Appeals**

#### **When does a Member have the right to ask for an appeal?**

Send your Behavioral Health appeal to:  
Community Health Choice, Inc.  
ATTN: BH Appeals  
P.O. Box 1411  
Houston, TX 77230  
Fax: 713.576.0934 (Standard)  
Fax: 713.576.0935 (Expedited)

#### **Can I ask for a State Fair Hearing?**

Send your Behavioral Health appeal to:  
Community Health Choice, Inc.  
ATTN: BH Appeals  
P.O. Box 1411  
Houston, TX 77230  
Fax: 713.576.0934 (Standard)  
Fax: 713.576.0935 (Expedited)

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