

Member Handbook Notice

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 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 have 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 have 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 1.855.315.5386.

Appeals

An adverse determination is a determination made by Community that the healthcare services provided or proposed to be provided to an enrollee are not medically necessary or appropriate or are experimental or investigational. You have the right to appeal an adverse determination. You, your Provider, or someone else you choose as your representative may also appeal. You have one hundred eighty (180) days from the date of the adverse determination to file your appeal. You may request your appeal verbally or in writing.

Send your Behavioral Health appeal to:

Community Health Choice, Inc.
Attention: Appeals Coordinator
2636 South Loop West, Suite 125
Houston, Texas 77054
713.295.6704 or 1.855.315.5386
Fax to: 713.295.7033/Attn: Appeals Coordinator

How do I ask for an Expedited Appeal?

You have the right to ask for an expedited appeal. This type of appeal is about emergencies, continued hospitalizations, life threatening conditions, or circumstances involving the provision of prescription drugs or intravenous infusions for which you are receiving benefits. You can request an expedited appeal, either orally or in writing.

Expedited Appeal requests will be decided based on the medical immediacy of your condition, procedure or treatment, but in no event later than 72 hours. A determination may be provided by telephone or electronic transmission, but will be followed with a letter within 72 hours of the initial telephone or electronic notification.

You have a right to reasonable access and copies of all documentation upon request.

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