

September 27, 2022

Re: UnitedHealthcare Community Plan of California Medi-Cal Members

Dear Provider:

OptumHealth Behavioral Solutions of California (Optum) manages the behavioral health benefits for members covered under UnitedHealthcare Community Plan. Effective January 1, 2023, UnitedHealthcare Community Plan will no longer provide services to California Medi-Cal beneficiaries in San Diego County. We have notified all UnitedHealthcare Community Plan Medi-Cal members of this exit and encouraged all members to select a new plan.

This change does not affect UnitedHealthcare Medicare coverage including Medicare Advantage or any Commercial HMO, PPO, or POS products in San Diego County. This is specifically an exit from the Medi-Cal product.

What Happens Next

We are honored to have been given the opportunity to serve San Diego Medi-Cal beneficiaries. We are committed to a smooth transition of care for our 30,000 Medi-Cal members in San Diego County. We are working with DHCS, our providers, and community stakeholders to support their ongoing care.

Our members are our first priority. We are committed to serving the people and communities of San Diego County, and our commitment will continue during this transition. We will be in touch with you as decisions are made about the next steps and, if necessary, appropriately transitioning your patients who require continuity of care to their new managed care plan (MCP). To assist with this transition, we will provide open authorization lists and claims information to the new Plan starting December 2, 2022.

Members will need to select a new MCP by December 1, 2022. If they do not select a new MCP, DHCS will assign them to a new MCP around December 20, 2022, so their eligibility reflects the new MCP on January 1, 2023. To join a different MCP at any time, members can call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). Members can call between 8 a.m. and 5 p.m. Monday through Friday or visit healthcareoptions.dhcs.ca.gov/.

Member Care Through December 31, 2022

- **Eligibility and Benefits:** Please continue to verify member eligibility and health plan effective dates to help your office determine if a member has already chosen another MCP.
- **Claims Submission:** You should continue to submit claims for eligible members to UnitedHealthcare Community Plan of California Medi-Cal members with dates of service up to and including December 31, 2022. UnitedHealthcare will remain responsible for all medically necessary services rendered to our members through December 31, 2022, at 11:59 p.m. Effective January 1, 2023, the new MCP will be responsible for the members' care, claims, and authorizations.

- **Member Questions:** If members have questions, please ask them to call us at 1-866-270-5785. Our member call center will remain open through June 2023.
- **Continuity of Care:** UnitedHealthcare will transfer all open authorizations to DHCS starting in December for distribution to the new MCP. We will also notify DHCS of facility-based patients, including patients in acute inpatient, SNF, LTACH, and Acute Inpatient Rehab facilities starting in December.

Disputes and Appeals

Our provider dispute and appeal process and member appeal and grievance process will remain the same. Please consult your contract and the UnitedHealthcare Community Plan Care Provider Manual for more detailed information. The Care Provider Manual also has information about the process for submitting appeals and other requests on behalf of members. You can find it at uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/CA-Care-Provider-Manual.pdf.

We're Here to Help

To help make this transition easier for you, our Provider Services staff remains committed to providing support for our provider network after the contract end date of December 31, 2022. Additionally, you can continue to access UHCprovider.com for information and support. Member and provider call centers will remain open through June 2023. If you have questions, please call Provider Services at 1-866-270-5785.

Thank you for your care to our UnitedHealthcare Community Plan of California Medi-Cal members.

Sincerely,
Behavioral Network Services