

November 1, 2017

To Our Valued Customer:

RE: Changes to Mental Health and Substance Use Disorder Coverage

Please read this entire letter and attached documents as they contain important information about your Employee Assistance Plan (EAP) coverage with U.S. Behavioral Health Plan, California.<sup>1</sup> In accordance with the California Department of Managed Health Care requirements, the *Combined Evidence of Coverage and Disclosure Form* (“EOC”) has been amended to reflect updated disclosure language to provide an update regarding coverage of California Senate Bill 1135 and Language Assistance Program (LAP) California Senate Bill 853.<sup>2</sup> As applicable, USBHPC’s LAP also complies with the provisions of the Patient Protection and Affordable Care Act (“PPACA”) Final Rules.

Beginning **July 1, 2017**, Senate Bill (SB) 1135 requires information regarding the standards for timely access to care; including information about appointment wait times for urgent care, non-urgent primary care, non-urgent specialty care; wait times for telephone screening; and information related to availability of interpreter services at the time of the appointment. This notice is to be provided to enrollees on an annual basis and also in a separate section of the EOC, titled “Timely Access to Care.”

Senate Bill (SB) 853 requires essential elements of the LAP to include: 1) standards for enrollee<sup>3</sup> assessment, 2) standards for provision of language assistance services, 3) standards for training USBHPC personnel, and 4) standards for monitoring compliance. The LAP provides for meeting enrollees’ needs for written and spoken language assistance in seeking health care services at all administrative and clinical points of contact.

Please ensure that your employees receive this important information concerning the terms and conditions and benefits of their health plan per the Group Subscriber Agreement, 2.4 Notices to Members. An Amendment to the EOC is enclosed and there are versions which have been translated into Spanish and Chinese.

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<sup>1</sup> U.S. Behavioral Health Plan, California is also known as OptumHealth Behavioral Solutions of California or OHBS-CA.

<sup>2</sup> The USBHPC LAP was implemented on January 1, 2009.

<sup>3</sup> Note: Regulations underlying the LAP refer to covered enrollees; for purposes of this document the term “enrollee” may be considered synonymous with the term “member.”

If you have any questions about this information, please contact your U.S. Behavioral Health Plan, California Strategic Account Executive (SAE).

Thank you for your continued business with U.S. Behavioral Health Plan, California.

Sincerely,

U.S. Behavioral Health Plan, California

Enclosures