

## Changes to Substance Use Disorder Services Beneficiary Handbook

Dear Member,

Partnership HealthPlan of California wanted to share with you the changes to the 2023 Beneficiary Handbook.

### What is changing?

- New types of care may become ready to use in 2023. These new types of care have been listed in the handbook.
- The name of the Opioid Treatment Program changed to Narcotic Treatment Program. You will still be able to get health care.
- Beacon is changing its name to Carelon Behavioral Health. Their phone number will stay the same. You will still be able to call them.
- Facts were added about how you can share what your health care choices are if you are not able to tell the doctor yourself.
- Facts about people under the age of 26, or over the age of 50, were added to the part that talks about the things you need to know about the Medi-Cal program. It does not matter if you were not born in the U.S. or somewhere else.
- Extra news was added about filing State Fair Hearings.

### How Will this Affect You?

We care about you and your health. You will still be able to get health care. Keep these things in mind:

- There is nothing for you to do
- You can see all of your doctors, health care experts, and substance use experts

### Why the Change?

Changes are made each year so PHC can offer more health care to our members.

### Here for You.

PHC wants to help you get the care you need. If you or someone you know has needs help to stop their substance abuse habit, please call, **(855) 765-9703**.

You may also call Partnership's Member Services at **(800) 863-4155**. Call Monday - Friday, 8 a.m. to 5 p.m. TTY/TDD users can call the California Relay Service at **(800) 735-2929** or call **711**.

Sincerely,

Partnership HealthPlan of California

**Literacy Review**

**Date:** February 13, 2023

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**Tool Used:** Health Literacy Advisor

This letter reads at a Fry-Based grade 6 reading level.