



## **Important Information Regarding Your Health Insurance**

Dear Member,

As an Affinity by Molina Healthcare member, you have access to behavioral health services. These services are part of your benefit package. Today you receive behavioral health services from Beacon Health Options, a vendor that Affinity by Molina Healthcare contracts with to manage these particular services. **Effective January 1, 2022**, Affinity by Molina Healthcare will be managing your behavioral health benefit instead of Beacon Health Options.

We would like to welcome you to our behavioral health program and let you know that we are here to serve your healthcare needs. To assist you with understanding this change, please review the “frequently asked questions” below.

### **Frequently Asked Questions**

#### **Q: Are my benefits changing?**

A: There will be no change in your benefits. You will continue to receive the same behavioral health services as long as you remain eligible.

#### **Q: Do I need to do anything to keep my benefits?**

A: No. You don't need to do anything. Affinity by Molina Healthcare will continue your benefits.

#### **Q: Can I still see my behavioral health providers (i.e. psychiatrist, counselor, social worker, etc.)?**

A: Yes, you can continue to see the same providers. If the provider is not already in network with Affinity by Molina Healthcare, Affinity will work with the provider to attempt to get them in network. If the provider chooses not to be an in-network provider with Affinity by Molina Healthcare, Affinity will assist you with transitioning to a new in-network provider of your choice within 120 days.

#### **Q: Will I get a new ID card?**

A: No. You can still use the new ID card that you should have received in late October/early November of this year to obtain benefits.



**Q: Who do I call for my behavioral health needs?**

A: Call Affinity by Molina Healthcare at **1-800-223-7242/ TTY: 711** for general inquiries, to confirm eligibility, obtain specific benefit information, or to speak with a Nurse 24/7.. You are also eligible for Teladoc® virtual care services 24/7 which provides non-emergency behavioral health care and medical services by phone, video, or app. You can obtain these benefits by calling 1-800-835-2362 or visiting [www.Teladoc.com/Molina/NY](http://www.Teladoc.com/Molina/NY).

**Q: Can I continue to have services provided through Beacon Health Options?**

A: No. All behavioral health services will be paid or provided through Affinity by Molina Healthcare.

**Q: I have a Beacon Health Options Case Manager. Will I get a new Case Manager?**

A: Yes, an Affinity by Molina Healthcare Case Manager will reach out to you.

If you have questions, call Member Services at 1-800-223-7242 (TTY: 711), Monday – Friday, 8:00 a.m. to 6:00 p.m.

Thank you!  
***Affinity by Molina Healthcare***