



Dear Behavioral Health Clinician:

In addition to contracting directly with behavioral health clinicians, Blue Shield of California contracts with a mental health service administrator (MHSA) to manage behavioral health service needs for approximately 2 million of Blue Shield of California's and Blue Shield of California Life & Health Insurance Company's (Blue Shield's) members. The MHSA provides customer service, utilization management, claims processing and network management for those members whose plans are designated by Blue Shield for MHSA management.

Blue Shield's current MHSA is Human Affairs International of California (HAI-CA), a subsidiary of Magellan Health Services which, nationally, provides services to over 40 million subscribers. As you may know, many panels across California are not actively recruiting behavioral health providers. We highly recommend that you join HAI-CA's behavioral health provider network so you can easily offer continuing care should any of your Blue Shield member patients switch to one of Blue Shield's plans that are managed by the MHSA.

As a credentialed and contracted HAI-CA provider, you would also have the opportunity to receive new referrals for a wide variety of members matched to your areas of clinical expertise. HAI-CA offers competitive fees based on your license level and geography in addition to accurate and timely reimbursement, and its provider website allows you to conduct your administrative transactions with ease. HAI-CA also offers a number of opportunities throughout the year to earn continuing education units at minimal to no cost to you, and you would be eligible for discounts on telephone and computer services offered exclusively to HAI-CA's network providers.

If you are interested in becoming contracted with HAI-CA, please contact AICA/Magellan's California Network Team at (800) 430-0535, option 4, or email CaliforniaProvider@MagellanHealth.com. Please note that your participation in the HAICA clinician network will not impact your direct participation in the Blue Shield clinician network or your provision of services to Blue Shield members who are not currently managed by HAI-CA.

Sincerely,

A handwritten signature in black ink that reads "Shari Glago".

Shari Glago Director, Provider Contracting, Physician and Specialty Networks