



P R O M I S E

P.O. Box 272660
Chico, CA 95926



NAME: <Mem_FName> <Mem_LName>
MEMBER ID#: <SUB_ID>

<Mem_FName> <Mem_LName>
<Mail_Addr_Ln_1>
<Mail_Addr_Ln_2>
<Mail_City_Name>, <Mail_State> <Mail_Zip>



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<Month, Day, Year>

Dear <Mem_FName>/<Blue Shield of California Promise Health Plan Member>,

We are writing to let you know about upcoming changes to the Medi-Cal Community Support Short-Term Post-Hospitalization (STPHH) service. STPHH provides temporary housing and support for Members leaving a hospital or other facility who are experiencing or at risk of homelessness.

This notice is being sent to all Members, regardless of whether you are currently receiving this service.

What Is Changing and When

- **Starting January 1, 2027:** STPHH will no longer be a Medi-Cal covered service.
- **Starting July 1, 2026:** To prepare for this change, new STPHH authorizations will be limited in length so that services do not continue past December 31, 2026. No new requests for STPHH authorizations will be accepted after December 1, 2026.

Why Is This Change Happening?

California is updating its Community Supports to better meet Members' needs. As part of this effort, the services currently provided through STPHH will be incorporated into other supports, including Recuperative Care, which offers a broader range of services and more intensive care coordination.

These changes do not affect your Medi-Cal eligibility or your enrollment in your health plan. You will continue to have access to all other covered services.

What Does This Mean for Members Receiving STPHH?

- If you are currently receiving STPHH, you may continue to receive services through your authorized period, up to December 31, 2026.
- Before your STPHH services end, your Medi-Cal health plan will work with you to help transition you to other medically necessary services based on your needs. These may include Recuperative Care or other Community Supports.

Questions?

If you have questions about this change or would like help understanding your options, please call Customer Service at (800) 605-2556 (TTY: 711), 8 a.m. to 6 p.m. PT, Monday through Friday. Tell them you have a question about changes to the Short-Term Post-Hospitalization Housing service.

Thank you,

Blue Shield of California Promise Health Plan

Enclosures:

Notice of Availability of Language Services and Auxiliary Aids and Services
Nondiscrimination Notice

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County. You can get this document for free in other formats, such as large print, braille, or audio. Call (800) 605-2556 (TTY: 711), 8 a.m. to 6 p.m. PT, Monday through Friday. The call is free.

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