

Dear NAME OF MEDICAID RECIPIENT(S):

This letter contains important information about changes in how you get Medicaid mental health, developmental disabilities, and substance abuse services approved starting April 1, 2005.

Piedmont Cardinal Health Plan has to approve mental health and substance abuse services for Medicaid recipients three years of age and older before Medicaid will pay for them. Innovations services, which are taking the place of CAP/MR, also have to be approved by Piedmont Cardinal Health Plan before Medicaid will pay for them. Innovations services are available to all age groups just like CAP/MR services were.

Examples of the kinds of services that have to be approved by Piedmont Cardinal Health Plan are counseling, Innovations (which is taking the place of CAP/MR), and psychiatric hospital care. To get a complete list of services or to get services approved, call Piedmont toll-free at 1-800-939-5911. Your Support Coordinator or a family member can call on your behalf.

Starting April 1, 2005, the letters "PCHP" will be printed on your Medicaid card to let providers know that your mental health, developmental disabilities and substance abuse services have to be approved by Piedmont Cardinal Health Plan. If you are getting Innovations services, your Medicaid card will have the letters "PCHP" and "CM" written on them. Piedmont will have a large network of providers and will try to make sure that your provider is enrolled in the network if you are already receiving services.

This notice applies only to Medicaid recipients who get their cards from Cabarrus, Stanly, Union, Rowan and Davidson counties. If you have questions or want more information, please call Piedmont toll-free at 1-800-939-5911.

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