



behavioral health transition care instructions

Transition care allows you to continue to receive certain behavioral health care from providers who do not participate in Carelon's network. You might need transition care if you are already in active behavioral health treatment on or before **January 1, 2025**.

If eligible and approved for transition of care, you'll be granted a set amount of time to see your current out-of-network provider and continue to receive the network level of coverage for medically necessary services. After that date, typically any one the following may occur:

- Your treatment with the out-of-network provider is complete.
- Your out-of-network provider has successfully applied for and joined the Carelon network.
- You locate and choose a new provider that is part of the Carelon network.
- You have contacted Carelon and requested consideration for a **single case agreement** in which the out-of-network status of the provider is waived due to continuity of care.

do I need to request transition of care?

Your first step is to **contact Carelon at 1-800-847-2438** to determine if your current provider is also a Carelon network provider.



carelon network provider

If your current provider is a Carelon network provider, simply inform your current provider that effective January 1, 2025, your new claims administrator is Carelon with Chevron. No additional action is required.



not a carelon network provider

If your current provider is not a Carelon network provider, you'll need to apply for transition of care starting January 1, 2025. Call Carelon and inform the representative that you are a legacy PDC Energy employee that needs to register for transition care. You must register for transition of care **January 1, 2025**, through **March 31, 2025**.