



March 28, 2017

Employee
Street Address
City, State, Zip

To: All Employees Covered by the Clovis Unified School District Health Plan

Subject: Important Message: Change in CUSD Health Plan Provider

Effective March 28, 2017, Clovis Unified's Employee Assistance Provider is now Halcyon Employee Assistance Program and effective April 1, 2017 Halcyon Behavioral replaces Avante Behavioral Health as the service provider for Clovis Unified's employee health plan. Anyone in the midst of receiving care or services through Avante Behavioral Health can be assured that your care will not be disrupted.

New requests for mental health, chemical dependency and employee assistance services may be initiated by contacting Halcyon Behavioral at 1-888-425-4800. This number is available 24 hours a day, 365 days a year.

Frequently asked questions and answers about this change in service providers can be found below.

Q. If I, or one of my dependents, are currently receiving assistance through Avante Behavioral, what will happen now?

A. No disruption to your current treatment or services should occur. If you are currently in the midst of treatment or services provided by Avante Behavioral, you do not need to take any additional action at this time. A representative from Halcyon Behavioral will contact you within the next two weeks to answer any questions you might have and to confirm your existing treatment or service plan. You can also contact the Clovis Unified Benefits Office at 559-327-9124 with questions.

Q. My dependent is currently receiving care through Avante Behavioral Health, will they be contacted directly by Halcyon?

A. Clovis Unified nor our health claim processors maintain individual contact information for dependents of covered employees. Therefore, all contact regarding transition from Avante Behavioral Health to Halcyon Behavioral will be through the covered employee.

Q. How can I learn more about the services and treatment provided by Halcyon Behavioral?

A. To learn more about Halcyon Behavioral, visit <http://cusd.com/benefits/behavioral-health>

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Q. Will I receive a new insurance card?

A. New ID cards will be mailed to every benefitted employee on Thursday, April 6, 2017. The new cards will include contact information for Halcyon on the back of the card. Anyone seeking assistance for Behavioral Health or Employee Assistance Plan services can contact Halcyon at 1-888-425-4800. This number is available 24 hours a day, 365 days a year. If for some reason you do not receive your new Insurance ID cards, please contact HealthNow Administrative Services at 855-323-1124.

If you have any questions or concerns about the change to Halcyon Behavioral please feel free to contact the CUSD Benefits Department at 327-9124.

Sincerely,

A handwritten signature in black ink that reads "S. Crosby". The signature is written in a cursive, flowing style.

Shareen Crosby
Risk Management Specialist
CUSD Benefits Department