



November 29, 2011

Dear Providers:

Beginning December 1, 2011, CalOptima's Medi-Cal members enrolled in a health network may request to change their health network every 30 days for any reason. Supported by the Board of Directors, this allows greater choice for members to meet their health care needs.

Members who would like to request a change of health network can call CalOptima's Customer Service department toll-free at 888-581-8088. Members who submit their request to change health networks prior to the 10th of the month will be enrolled in their newly selected health network on the first of the immediately following month.

To request a change of primary care provider (PCP), members can call their health network's member services department. Members can continue to request a change of PCP every 30 days.

If you have any questions regarding this information, please feel free to contact our Provider Resource Line at 714-246-8600.

Sincerely,

CalOptima Provider Relations