

# New Behavioral Health Plan Partner for Sutter Health Plan

Pending Regulatory Approval

## What's Changing

Pending regulatory approval, Carelon Behavioral Health of California, Inc. (Carelon) will replace U.S. Behavioral Health Plan, California (USBHPC) as the behavioral health plan partner for Sutter Health Plan. This change is expected to take effect on January 1, 2026. Carelon will manage all mental health and substance use disorder services covered under your plan.

Your behavioral health benefits, as outlined in your plan documents, will remain the same. You do not need to take action at this time.

In January 2026, you and your dependents will receive new member ID cards with the updated behavioral health plan partner information. Please use your new card for any behavioral health appointments scheduled on or after January 1, 2026. If you don't have your new card before your appointment, you can download a copy from your Sutter Health Plan Member Portal or call Customer Service at **855-315-5800**.

## Accessing Care

You'll continue to have access to a trusted network of doctors, nurses, therapists and other healthcare professionals offering convenient care options, including telehealth. And most of the current behavioral health providers available to you are already part of Carelon's network.

If your current provider will no longer be in-network, we'll send you a separate notice with information and details about your rights for continuity of care and completion of covered services with your current provider.

Carelon also offers a 24/7 confidential help line for support with depression, stress, anxiety, substance use concerns, therapy referrals or mental health crises.

## Managing Your Benefits

Starting January 1, 2026, you can create an account on the Carelon member portal at [carelonbh.com/sutterhealthplan](https://carelonbh.com/sutterhealthplan). The portal provides tools to help you understand your behavioral health benefits, find in-network providers and explore helpful resources.

You'll also be able to access updated benefit plan documents through your Sutter Health Plan Member Portal in January 2026.

**If your Sutter Health Plan effective date is on or before December 1, 2025, you must continue accessing your behavioral health benefits through USBHPC until January 1, 2026.**



**Questions?** Contact Sutter Health Plan Customer Service at **855-315-5800**.