

# Provider Update

12/10/2025



## **New Behavioral Health Plan Partner for Sutter Health Plan Anticipated Effective January 1, 2026**

### **Pending Regulatory Approval**

Sutter Health Plan (SHP) is changing its behavioral health plan partner to Carelon Behavioral Health of California, Inc. (Carelon) from U.S. Behavioral Health Plan, California (USBHPC), pending regulatory approval. This change is expected to take effect on January 1, 2026.

Leveraging more than 40 years of experience offering comprehensive care to members for their behavioral health needs, Carelon works to deliver a simpler and more effective healthcare experience.

As the new behavioral health plan partner, Carelon will manage all covered mental health and substance use disorder services for SHP members.

**There is no change to the behavioral health care benefits for covered members.**

### **Provider Network**

Carelon is built on a strong support structure of doctors, nurses, therapists and other healthcare professionals to fulfill the behavioral health care needs of members.

Most of the behavioral health providers currently caring for Sutter Health Plan members are already in the Carelon network. That means most members will be able to continue to see their current provider after the transition to the Carelon network.

If a member's current provider will not be in-network with Carelon as of January 1, 2026, they will receive a separate letter with information and details about their options and rights for continuity of care and completion of covered services with their current provider.

SHP members can use the "Find a provider" search at [carelonbh.com/sutterhealthplan](https://carelonbh.com/sutterhealthplan) to confirm their current behavioral health provider is in-network with Carelon or find an in-network provider nearby.

### **Member Communications**

SHP is sending notices to members to inform them of the new behavioral health plan partner and provide key details about the transition.

SHP will issue new member identification (ID) cards to all members in January. The new card will display Carelon contact information.

## Provider Manual

SHP is updating the SHP Provider Manual to reflect the changes to the behavioral health plan partner and claims processing information. The updated manual will be available on the SHP Provider Portal at [shplan.org/providerportal](https://shplan.org/providerportal) in January.

## Key Carelon Contact Information



[carelonbehavioralhealthca.com/providers](https://carelonbehavioralhealthca.com/providers)



**Carelon 24/7 Member Services** (Available beginning January 1, 2026)

844-398-0314 (TTY 711)

Crisis Hotline: 988



**Claims Address**

Carelon Behavioral Health of California

P.O. Box 1852

Hicksville, NY 11802

## Additional Information

We look forward to partnering with Carelon to meet the behavioral health care needs of our members.

If you have questions about the information in this update, please call SHP Customer Service at 855-315-5800 (TTY 855-830-3500). Customer Service is available 8 a.m. to 7 p.m., Monday through Friday.