

Dear Valued Provider,

Effective September 1, 2025, Carelon Behavioral Health (“Carelon”) will no longer manage the Behavioral Health benefit for Parkland Community Health Plan (PCHP) STAR (Medicaid) and CHIP.

Like many other community-based health plans, PCHP strives to build a local healthcare organization that is uniquely poised to service the local community where they operate. PCHP believes that bringing the management of Behavioral Health services in-house helps them meet this goal.

During this transition, Carelon will remain active with our network of providers. As we approach the September 1, 2025, transition date, more information will be shared regarding authorizations and claims in the coming months.

**Important Next Steps:**

Over the coming months, you can expect outreach by PCHP’s contracting staff to provide additional information about PCHP’s contracting process. You may also reach out directly to [PCHP.ContractingDepartment@phhs.org](mailto:PCHP.ContractingDepartment@phhs.org) by email with questions.

We appreciate the care that you provide to our members. For additional questions specific to Carelon, please email [TexasProviderRelations@carelon.com](mailto:TexasProviderRelations@carelon.com) and include “PCHP” in the subject line.

Sincerely,

Your Carelon Provider Relations Team