As a California employee covered under an Employee Assistance Program administered by Carelon Behavioral Health of California, regulated by the California Department of Managed Health Care (DMHC), you are entitled to receive notification of the Carelon Behavioral Health of California grievance protocol. That protocol is available in the Evidence of Coverage attached with this letter for reference and is also posted on the Carelon Behavioral Health of California website at: www.carelonbehavioralhealthca.com under the Member tab.

The attached protocol outlines standard procedures for filing a grievance with Carelon Behavioral Health of California and also includes instructions for requesting expedited review of urgent grievances or requests for mediation or arbitration. You may also request an independent medical review ("IMR") of disputed Behavioral Health Care Services from the Department of Managed Health Care if you believe that behavioral health care services have been improperly denied, modified, or delayed by Carelon Behavioral Health of California. The attached provides information about how to submit such a request.

Carelon Behavioral Health of California is committed to providing excellent Employee Assistance Services and to ensuring a positive member experience. Should you have any questions regarding this protocol, please feel free to contact Carelon Behavioral Health of California at 1-800-228-1286 (TTY 800-735-2929).

Regards,

Carelon Behavioral Health of California.