

[Placeholder for Plan Header/Logo]

<Date>

<Head of Household>
<Address Line>
<City, State, Zip Code>

Important News About Your Pediatric Palliative Care Services

Starting **January 1, 2019**, you or your child will start getting Pediatric Palliative Care (PPC) services through [MCP]. You will get PPC services you had through the County the same way you get other Medi-Cal services.

What are palliative care services?

Palliative care services are treatments to improve quality of life. They treat and manage pain and symptoms for serious illness and medical conditions. You may also choose to get treatment that may cure your illness or medical condition.

What happens next?

[MCP] will call you before January 1, 2019. We will confirm that you or your child gets PPC services. [MCP] will ask about the provider and treatment you have now.

Will the treatment plan change?

It might, based on available services and medical needs. You will work with [MCP] and your PPC provider on a treatment plan.

Will my or my child's palliative care provider change?

The PPC provider might change.

- If the PPC provider works with [MCP], you or your child may be able to keep the provider. Ask the PPC provider if he or she works with [MCP].
- If the PPC provider does not work with [MCP], you can call [MCP] and ask to keep the same PPC provider. If the provider agrees to work with [MCP], you may be able to keep the provider for up to 12 months. This is called continuity of care.
- If the PPC provider does not agree to work with [MCP], you will need to choose a new provider in the [MCP] provider network. You will need to choose within 30 days. If you do not choose one by January 31, 2019, [MCP] will assign a new PPC provider.

Questions?

For questions about this change, call [MCP]'s member services [Day through day, X a.m. to X p.m.] toll free at [Toll Free Number]. TDD/TTY: [Member Services TDD/TYY Number].

Business Hours: [X am to X pm, Day through Day].

[Placeholder for Plan non-discrimination notice and taglines]