

# Provider Network News

## Upcoming Changes to PCHP's Behavioral Health Benefit Management

As mentioned in a [previous communication](#), Parkland Community Health Plan (PCHP) is changing the management of its behavioral health benefit for Medicaid (STAR) and CHIP members. Effective September 1, 2025, PCHP will directly manage these services; our current behavioral health administrator, Carelon Behavioral Health (Carelon), will continue to manage the benefit through August 31, 2025. This transition will enable PCHP to fully integrate behavioral health and physical health services and provide improved service to our members.

**Beginning with dates of service/dates of admission on or after September 1, 2025**, all business processes currently coordinated through Carelon, such as claims filing and payment, prior authorizations, and Provider Services, will now be coordinated directly by PCHP.

We will be communicating frequently with PCHP members between now and September 1 to ensure they have all the information they need to continue their care with a PCHP-contracted behavioral health provider.

If you have any questions about this transition, PCHP's Provider Relations and Network Development team will be glad to assist you. Please call our Provider Services Line at 1-888-672-2277 (available Monday – Friday, 8 am – 5 pm CST) or email [PCHP.ProviderRelations@phhs.org](mailto:PCHP.ProviderRelations@phhs.org).

You can view a list of frequently asked questions about the transition at [Providers.ParklandHealthPlan/bh](https://Providers.ParklandHealthPlan/bh). PCHP will be holding orientation sessions for new BH providers, with session dates and registration instructions to be shared in the coming weeks.

Thank you for continuing to serve our members as we work through this transition.