



## CONTINUITY OF CARE

If you are already receiving mental health services from another Mental Health Plan (MHP), a Managed Care Plan (MCP), or an individual Medi-Cal provider, you may make a request for “continuity of care” so that you can stay with your current provider, for up to 12-months, under certain conditions, including, but not limited to, all of “the following”:

- You have an existing relationship with the provider you are requesting;
- You need to stay with your current provider to continue ongoing treatment or because it would hurt your mental health condition to change to a new provider;
- Your provider meets State and Federal requirements to provide mental health services;
- Your provider agrees to the Mental Health Plan’s terms and conditions for contracting with Kern Behavioral Health and Recovery Services (KernBHRS).

You have the option to make your request in person, in writing, or via telephone. Assistance with completing your request such as oral language interpretation and/or other auxiliary aids/services is available to you at no charge.

You may call the Care Coordination Unit (CCU) at **(661) 635-1374** or visit online at [www.kernbhhs.org](http://www.kernbhhs.org) for more information on how to request Continuity of Care services.