



## Supplement to the 2025 HMO/PPO/EPO/POS Evidence of Coverage

Effective January 1, 2026, Blue Shield of California will administer the Mental Health and Substance Use Disorder benefit for your plan. After January 1, 2026, these benefits will no longer be administered by a Mental Health Service Administrator (MHSA).

The following changes are made to the Evidence of Coverage (EOC) effective January 1, 2026:

- Removal of all references to the Mental Health Service Administrator (MHSA).
- **Contacting Customer Service including prior authorization by Mail:** After January 1, 2026, use the following mailing address to contact Customer Service including prior authorization about mental health and substance use disorder services:

Blue Shield of California  
P.O. Box 272540  
Chico, CA 95927-2540

**NOTE:** The Customer Service number for questions about mental health and substance use disorder services remains the same: (877) 263-9952.

- **Mailing a Grievance:** The fastest way to submit a grievance is still online at [blueshieldca.com](http://blueshieldca.com). However, if you want to submit a grievance related to mental health and substance use disorder services by mail as described in the "Submitting a grievance" section of your EOC, this mailing address will change.
  - To submit a grievance related to mental health and substance use disorder services received prior to January 1, 2026, continue to use this mailing address:

Blue Shield of California  
Mental Health Service Administrator  
P.O. Box 719002  
San Diego, CA 92171

- To submit a grievance related to mental health and substance use disorder services received on or after January 1, 2026, use this mailing address:

Blue Shield of California  
P.O. Box 5588  
El Dorado Hills, CA 95762

You will see these changes reflected in your EOC after your plan's 2026 renewal date.

Keep this notice together with your EOC.

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Get important info faster. Create or edit your profile at [blueshieldca.com/go](http://blueshieldca.com/go).