



Alameda County
Health Care Services Agency

Important update about the Whole Person Care Program and your Medi-Cal Community Supports

[Date]

Dear [Member Name]:

The Whole Person Care Program will end on Friday, December 31, 2021. You may know this program as Care Neighborhood, Care Connect, or AC3.

Starting January 1, 2022, the support services you receive through the Whole Person Care Program will be provided to you by Anthem. These services will now be called Community Supports.

You can continue to receive [insert service(s) here]. Your [insert service here] provider will be [insert details of Community Supports Provider].

What happens next?

On January 1, 2022 you will be automatically enrolled in Community Supports. The Community Supports provider will reach out to you. **You do not need to do anything.**

This update will not change your Medi-Cal eligibility and your Medi-Cal health plan will stay the same.

Questions?

For questions about what this transition means for you, please contact your Whole Person Care program care coordinator. As a reminder, your care coordinator is:

[Care coordinator name]

[Provider Organization name]

[Phone number]

Your care coordinator will also reach out to you.

For questions about the information in this letter, to opt out of services, or change your provider or care coordinator, please call the Anthem Customer Care Center Monday to Friday, 7 a.m. to 7 p.m. toll free at 800-407-4627 (TTY 711). Tell them you have a question about changes to Whole Person Care Program services.

Sincerely,

Alameda County Health Care Services Agency and Anthem Blue Cross

Enclosures: Nondiscrimination notice
Language assistance sheet>

<anthem.com/ca/medi-cal>

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