



Requesting a Second Opinion

Dear Beneficiary:

You have been issued a *Notice of Adverse Benefit Determination* based on not meeting the necessary medical necessity criteria for the services requested.

If you don't agree with the decision, you may ask Behavioral Health Services to arrange for a second opinion about your mental health or substance use disorder condition. To request this, you may speak with a representative of your behavioral health services plan by calling 1-888-246-3333 or by visiting or writing to: Officer of the Day, Behavioral Health Access Center, 1380 Howard Street, 1st Floor, San Francisco, CA 94103.