



<Date>

<First Name> <Last Name> <CN1>
<Address 1>
<Address 2>
<City,> <State> <Zip>

Dear <First Name> <Last Name>:

HIP Health Plan of New York’s Manhattan Mental Health Center at 240 East 59th Street, New York, will be closing on April 30, 2007. Outpatient mental health services will no longer be provided at this location as of March 30, 2007. After March 30, 2007 only administrative staff will remain on-site until the end of April.

Mental health professionals based at the Manhattan Mental Health Center will be relocating to our Brooklyn Mental Health Center in Brooklyn Heights, at 195 Montague Street. Members who now receive care at the Manhattan Mental Health Center may continue to receive care from their current mental health professional at the Brooklyn Center. Clinicians with HIP members in their care at the Manhattan center can make arrangements to ensure continuity at the Brooklyn Center before March 30, 2007. They will assist in transferring patient files to Brooklyn and setting up initial appointments at the new location, if so desired. The Brooklyn Mental Health Center may be reached by calling **1-718-834-1500**.

If a patient does not wish to transfer to the Brooklyn Mental Health Center, he or she may access services through HIP’s extensive network of well qualified mental health professionals and contracted agencies located in many neighborhoods throughout New York City. His or her current mental health professional can assist in locating and selecting a suitable clinician before March 30, 2007.

Medical records for members currently in therapy and opting to continue therapy in Brooklyn will be relocated to the Brooklyn Center. Records of members not currently receiving care or choosing not to transfer to Brooklyn for continued psychotherapy will be archived as appropriate, in compliance with HIPAA regulations. HIP members may request access to, or transfer of, their medical records by calling **1-888-447-2526**, Monday through Friday 9 am to 5 pm.



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Enclosed for your information is a copy of the letter posted for members at hipusa.com[®] that explains options and resources available to patients in care. Patients in treatment at the Manhattan Mental Health Center may call the Center during business hours at **1-212-421-0473** before April 30, 2007 with any questions or concerns. After that date, please refer them to the resources below:

- For assistance in locating nearby mental health providers: **1-888-447-2526**, Monday through Friday 9 am to 5 pm.
- For assistance in obtaining or transferring medical records: **1-888-447-2526**, Monday through Friday 9 am to 5 pm.
- For assistance with social support needs: **1-800-447-0769**, Monday through Friday 9 am to 5 pm.
- For urgently needed mental health care after hours: **1-888-447-2526**. A psychiatrist is on call to help you with any urgent issues.

We do not anticipate any disruption in services and will work to make this transition as seamless as possible for affected members.

Best in Health,



Leonard Reich, Ph.D.
Vice President for Behavioral Health



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