



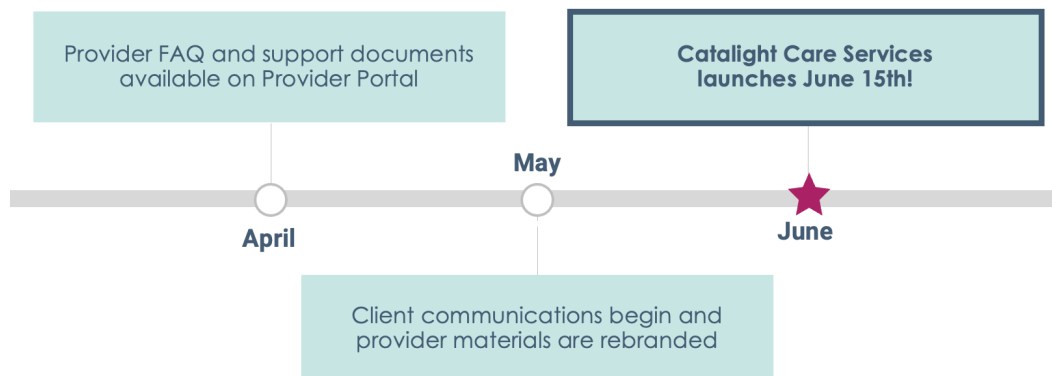
BHPN's Brand Transition to Catalight Care Services

Q: Why is the BHPN changing to Catalight Care Services?

A: The change to Catalight Care Services strengthens the connection to our parent organization, Catalight — paving the way for our network to drive even greater impact for the providers and communities we serve.

Q: When can I expect this change to occur?

A: We are targeting an official switch to Catalight Care Services on **June 15, 2022**. However, you may start to notice changes earlier than this as we prepare for launch of Catalight Care Services.



Q: What impact will this name change have on my practice?

A: Since its launch, the BHPN's has provided responsible and predictable access to quality care for client families through the thorough management and oversight of our provider network. Our name change to Catalight Care Services will not change this. We are committed to providing the same level of network management, coupled with innovative and individualized care services that our providers and client families have come to trust.

Q: Is the BHPN officially going away?

A: No, the BHPN is still the underlying legal entity, this helps to minimize unnecessary administrative impact to our provider network. You may see "the BHPN doing business as Catalight Care Services" on future contracts and administrative documents and you may notice that BHPN still appears on certain legal documents, including contracts: e.g., the BHPN DBA (also written as dba, d.b.a or d/b/a) means "doing business as" Catalight Care Services.



Q: Will all templates, email, and documents change?

A: Over the next 3 months, our providers should expect to see communications, forms, templates change from BHPN to Catalight Care Services. However, there may still be instances in which the BHPN is referenced in legal documents.

Q: What else is changing?

A: Our name, logo and colors will be updated on our website, social channels and provider portal in addition to our templates, manuals and guides. We will also be consolidating our current website into Catalight.org. You will begin to see this transition happen June 15, 2022.

Q: What happens if I send an email to my BHPN address?

A: Starting June 15th email address will automatically update to @catalight.org. Our system will auto direct any email sent to a BHPN email address to the new email. However, we encourage you to update your address book at your convenience.

Q: When will my client families being notified of the change?

A: Client families will receive notifications of this change in May.

Q: Will this change impact my clients?

A: No. Our client families will not experience any disruptions or changes in service and our services, and our care team will remain the same.

Q: What actions are required of me?

A: Our goal is to minimize impact on our providers. There will be no impact to providers day-to-day operations.

Q: What if I have additional questions?

A: For all additional questions, please reach out to our Care team by emailing, theBHPN@theBHPN.org