

January 2024

Dear Member,

Welcome to a new year with Advanced Health. We want to share our updates with you. We revised our Member Handbook for year 2024. There are some new programs and services you may be eligible for. You can find our Member Handbook on our website at www.advancedhealth.com/members/ or you can call Member Services at the above numbers to ask for one. We will send you one within 5 business days for free when you call.

Our Provider Directory lists all our providers. This includes primary care, specialists, dentists, and behavioral health. You can find our Provider Directory on our website at: <https://advancedhealth.com/members/find-a-provider/>. You can also call Member Services and ask for a paper copy. We will send you the list within 5 days for free when you call.

Our covered medicine list is updated for 2024. This is called our formulary. You can see the list on our website at <https://advancedhealth.com/members/pharmacy-info/>. Or you can call Member Services and ask for a paper copy. We will send you one for free when you call.

For help getting rides to medical appointments contact Bay Cities Brokerage. You can call them at 877-324-8109. You can also go to their website at <http://bca-ride.com/> for information.

We are still sending out our Health Risk Survey to everyone each year. The Health Risk Survey is a short and easy way to tell us about your current health and needs. We will call you to complete the survey and/or send it to you in the coming year.

If you have any questions, please call Member Services. We are here to help. Make sure you take action to renew your medical benefits and keep covered.

Thank you,

Advanced Health

You can get this letter in another language, large print, braille, audio, or another way that is best for you free of charge. You can also have a language interpreter free of charge.

Call Advanced Health Member Services at:

541-269-7400 or 800-264-0014 (TTY: 711 or 800-735-1232)