

Date

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 2025. 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/](http://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 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 2025. 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 free 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.

**Care Coordination.** Advanced Health offers Care Coordination to all Members. Care Coordination can help you understand your benefits. It can help you:

- access therapy and substance use disorder help.
- find providers and get appointments.
- with transitions of care.
- find resources like housing, food, safety, climate risk devices, work, school, and health related social needs!
- create a care plan to meet your needs.

Call Advanced Health Customer Service for more information on Care Coordination.

You may receive our Health Risk Survey. The Health Risk Survey is a short and easy way to tell us about your current health and needs. We may call you to update the survey 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 other languages, large print, Braille, or a format you prefer. You can also ask for an interpreter. This help is free. Call Advanced Health Member Services at:

541-269-7400 or Toll Free 800-264-0014

(TTY: 711 or 800-735-1232)

We accept relay calls.