

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 2026. 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 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/>. Click on the provider's profile to see their details. This list may not be complete. You can call your provider to double check. You can also call Customer Services for help. You can 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 2026. 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.

Non-Emergency Medical Transportation. For help getting rides to medical appointments, you can call Bay Cities Brokerage. These rides are free. You can call them at 877-324-8109. Please go to their website at <http://bca-ride.com/> for information. You can also call Advanced Health Customer Services for help.

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 an easy way to tell us about your current health and needs. We may call you to update the survey in the coming year.

Please call Member Services if you have any questions. You can also schedule a time to meet with a representative for help. Our representatives are available Monday - Friday from 8:00 am to 5:00 pm to help you. You can find more information on our website at <http://advancedhealth.com/members/>.

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 Customer Service at:

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

We accept relay calls.