

<MemFirstName> <MemLastName>
<MemAddress>
<MemCity>, <MemState> <MemZipCode>

Dear <MemFirstName>:

Your healthcare is important to us, and one of our goals is to keep you informed about changes that could affect you.

As of January 1, 2022, Valley Health System is no longer a participating provider in the Optima Medicare network. We worked with Valley Health System, and they have agreed, to guarantee that you, as a current patient, can continue to see your Valley Health System providers and specialists, and access their hospitals. There will be no interruptions to your level of care with Valley Health System.

Optima Medicare will cover services done at a Valley Health facility or through a Valley Health provider. We will do so even though most Valley Health System providers will no longer be part of our Medicare Advantage provider network after **December 31, 2021**.

You can still access Valley Health hospitals, providers, and specialists at the same in-network rate as you do today. This is true even though most Valley Health System providers will not appear in the provider directory. This means that your copayments or coinsurance out-of-pocket costs will be the same as if Valley Health System continues to be an in-network provider for Optima Medicare's network.

If you receive a bill that you think you should not pay, please contact Member Services at 1-800-927-6048 (TTY: 711).

This continuation of care agreement was important to us because we know it is important to you. **There is nothing you need to do.**

Please let us know if we can be of any assistance. We value your membership and look forward to serving you in the months and years to come.

Thank you,

Your Optima Health Team

From October 1 until March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 until September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.