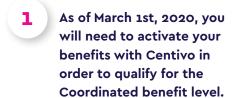
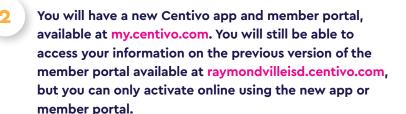




## Partnership Plan update: Action required to continue to get low out-of-pocket costs.

There are some important changes being made to your benefits under the Partnership Plan, administered by Centivo:





Why are we making these changes? As communicated at the beginning of the plan year, there are two levels of benefits under the Partnership Plan:

- Coordinated benefit level—applies when you activate online or by phone and then coordinate all
  your specialty care with your designated Centivo primary care network doctor by getting referrals.
- Uncoordinated benefit level—applies if you do not activate with Centivo, if you use a non-designated primary care physician, and/or you do not get referrals for specialty care.

Now that the Centivo primary care network has been established, you must activate in order to qualify for the Coordinated benefit level for any care received on or after March 1st, 2020.

## You have four easy ways to activate:





On the Centivo app by texting "DOWNLOAD" to 65021 or visiting your app store



В

Online by going to my.centivo.com





By phone by calling the Centivo Concierge Team at 833-576-6490 from 8am-8pm, Monday through Friday



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On paper by filling out the provided "Paper Activation Form"

If you would like to activate in Spanish, please call the Centivo Concierge Team to do so.

The enclosed brochure provides more information about activation and how to get lower out-of-pocket costs with the Partnership Plan.

For any questions, call the Centivo Concierge Team at 833-576-6490, available Monday through Friday from 8 am to 8 pm Eastern Time. Support is available in English and Spanish.