

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:

1

As of March 1st, 2020, you will need to activate your benefits with Centivo in order to qualify for the Coordinated benefit level.

2

You will have a new Centivo app and member portal, available at my.centivo.com. You will still be able to access your information on the previous version of the member portal available at raymondvilleisd.centivo.com, but you can only activate online using the new app or member portal.

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:



A

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



B

Online by going to
my.centivo.com



C

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



D

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.**