

<<IPA LOGO>>

<<Date>>

<<Member Name>>
<<Address Line 1>> <<Address Line 2>>
<<City>>, <<ST>> <<Zip>>

<<Member ID>>

Dear <<Member Name>>:

We hope this letter finds you well. We understand you may have questions about your care in a **skilled nursing facility**. To ensure you get the care you need, we have made a change to your Doctor.

As an <<IPA>> Member staying in a skilled nursing facility, you will now get quality care from a Doctor at your facility (instead of your Primary Care Doctor). There may even be several Doctors who will be caring for you while you are there.

When you leave the skilled nursing facility, you will be assigned to your regular Primary Care Doctor, or you may be assigned to a Doctor close to your home. Of course, you can always choose a new Primary Care Doctor if you wish. There are many Doctors within the <<IPA>> Provider network that you can choose from.

If you need help finding a new Doctor or if you have any questions, please <<IPA>> Member Services at <<IPA Phone Number>>, <<IPA Hours of Operation>>. TTY users should call <<TTY Number>>.

Also, if you have been receiving care from a health care Provider, you may have a right to keep your Provider for a time. Please contact IEHP DualChoice Member Services with any questions. And if you have further questions, you are encouraged to contact the **Department of Managed Health Care**, which protects consumers, by telephone at its toll-free number, **1-888-466-2219**, or at a TTY number for the hearing and speech impaired at **1-877-688-9891**, or online at **www.dmhc.ca.gov**.

We will be sending you a new IEHP DualChoice Member card with the new information on it. If you do not get your card in the mail soon, please call IEHP DualChoice Member Services. You can also log onto the secure IEHP DualChoice Member portal at **www.iehp.org** to download your new card today.

Although changes have been made to your Doctor, please rest assured that all your IEHP DualChoice benefits will stay the same. Thank you for trusting <<IPA>> with your health care needs.

To your health,

<<IPA>>

IEHP DualChoice (HMO D-SNP) is a HMO plan with a Medicare contract. Enrollment in IEHP DualChoice (HMO D-SNP) depends on contract renewal.