

# Community Care Physicians

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February 8, 2024

***If you were enrolled in a Humana Medicare Advantage plan but have already changed coverage, please disregard this letter.***

Dear valued patient,

At Community Care Physicians, PLLC (CCP), your health is our top priority. That's why we are reaching out with important information about changes to your health care coverage.

CCP recently sent a letter letting you know that effective March 13, 2024, we will no longer be contracting with Humana. Despite conflicting information that you may have received from other sources, this decision is final. After March 13, 2024, patients with a Humana Medicare Advantage plan, including employer-sponsored coverage, will be responsible for all costs associated with their care with CCP providers (as determined by the Medicare allowable amount or the amount Medicare would reimburse us for covered services).

## **What should I do next?**

To ensure your continued, hassle-free experience with your CCP provider, we are recommending that you change health care coverage soon.

**The Medicare Advantage (MA) Open Enrollment Period is when MA members can make changes to their existing plan. It runs from January 1 through March 31 each year.**

CCP is proud to participate with many local insurance plans, including our partners at CDPHP, a leading Medicare Advantage plan in our region. CDPHP Medicare Advantage plans offer benefits and savings: \$0 primary care visits; \$0 Tier 1 and Tier 2 prescriptions at preferred pharmacies; up to \$100 per quarter to spend on over-the-counter supplies; and up to \$1500 on a prepaid benefits card to use at any dentist. Call their dedicated number for more information: 877-822-9045. You can also call CCP Customer Service at (518) 782-3700, option 1, to explore all options.

If you remain with Humana, we are not discharging you from our practice(s). However, effective March 13, 2024, you will be expected to pay in full at the time of service. Following your visit, we will file a claim with Humana as a courtesy. If Humana does make a payment for our services, they will reimburse you directly. We encourage you to contact our office before your appointment to estimate your out-of-pocket costs. Please note, estimates vary based on services performed during your visit. We also offer payment plans.

Community Care Physicians takes great pride in the care we deliver to you and all our patients. While the decision to terminate our contract with Humana was not made lightly, we are focused on helping you switch to a participating health plan that best fits your needs.

Sincerely,

Community Care Physicians