



<Date>

Dear Member:

Thank you for your membership with CommuniCare Advantage Cal MediConnect Plan (Medicare-Medicaid Plan). This notice provides information about how you can request a copy of the combined provider and pharmacy directory.

If you need help finding a network provider and/or pharmacy, please call 1-888-244-4430 (TTY users should call 1-855-266-4584) or visit [www.chgsd.com](http://www.chgsd.com) to access our online searchable directory. If you would like a Provider/Pharmacy Directory mailed to you, you may call the number above, or request one at the website link provided above.

If you have questions, we are here to help. Please call Customer Service at 1-888-244-4430 (TTY only, call 1-855-266-4584). Our hours of operation are 24 hours a day, 7 days a week, and calls to these numbers are free. Our Customer Service department has free language interpreter services available for non-English speakers. You can also visit our web site at [www.chgsd.com](http://www.chgsd.com).

We value your membership and hope to continue to serve you next year,

Sincerely,

Customer Service Department

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CommuniCare Advantage Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Enrollment in CommuniCare Advantage Cal MediConnect Plan depends on contract renewal.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

Community Health Group complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-244-4430 (TTY: 1-855-266-4584).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-244-4430 (TTY: 1-855-266-4584).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-244-4430 (رقم هاتف الصم والبكم: 1-855-266-4584).