



<<Today's_Date>>

<<Recipient_Name>>

<<Recipient_Addr1>> <<Recipient_Addr2>>

<<Recipient_City>>, <<Recipient_State>> <<Recipient_Zip>>

Dear <<Recipient_Name>>,

Welcome! As a Vivida Health member, you are invited to use our Care Management service. My name is <<Staff_Name>>. I will be your personal Care Manager. I am writing to let you know about services that can help you take charge of your health.

Care Management: Your Personal Approach To Health

Care Management provides support and advice to help you live a healthy life. If you use this service, we'll work together to help you meet your health goals.

There is no cost for Care Management services. It is one of the many benefits of your Vivida Health membership.

What's next?

More information is included with this letter. I will call you soon to talk more about Care Management and answer any questions you may have. To get in touch sooner, please call me at <<Staff_Phone>>, Monday – Friday, 8 am – 5 pm. TDD/TTY users, please call 711.

If you are receiving private duty nursing (PDN) services and the provider does not show up, please call the PDN agency immediately. You can also call your Care Manager at <<Staff_Phone>> from 8am to 5 pm. During afterhours, you can call Coastal Care at 1-855-481-0505.

If you do not want to use this service, you can call the number listed above. If you choose not to work with me, you may still receive information about your health.

If you have questions, you can also contact Member Services by phone or in writing:

844-243-5131

TTY users: 711

Vivida Health

6630 Orion Drive Suite 203

Fort Myers, FL 33912

I look forward to speaking with you.

Please refer to the enclosed Member Rights and Privacy Statement for more information



Sincerely,

<<Staff_Name>>, <<UDF: Please enter your credentials>>

<<UDF: Please enter your job title/role>>

<<Staff_Phone>>

This information is available for free in other languages. If you need auxiliary aids and services, including the provision of the materials in alternative formats, including large print, please call us at 1-844-243-5131 or TTY 711.

<i>English</i>	<p><i>This information is available for free in other languages. Please contact our customer service number at 1-844-243-5131 or TTY NUMBER 711 during 8:00 A.M. to 7:00 P.M. Monday through Friday.</i></p> <p><i>If you do not speak English, call us at 1-844-243-5131. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can communicate with you in your language.</i></p>
<i>French</i>	<p><i>Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter notre assistance à la clientèle 1-844-243-5131 ou au 711 aux heures suivantes 8:00 A.M. to 7:00 P.M. du lundi au vendredi.</i></p> <p><i>Si vous ne parlez pas anglais, contactez-nous au 1-844-243-5131. Nous avons accès à des services d'interprétariat et pouvons répondre à vos questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé capable de communiquer avec vous dans votre langue.</i></p>
<i>Haitian Creole</i>	<p><i>Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte sèvis kliyantèl nou nan nimewo 1-844-243-5131 oswa 711 pandan 8:00 A.M. to 7:00 P.M. lendi jiska vandredi.</i></p> <p><i>Si ou pa pale anglè, rele nou nan 1-844-243-5131. Nou gen aksè ak sèvis entèprèt e nou ka ede reponn kesyon ou yo nan lang pa w. Nou ka ede w tou jwenn pwofesyonèl lasante ki kapab kominike avèk ou nan lang pa w.</i></p>

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<i>Italian</i>	<p><i>Queste informazioni sono disponibili gratuitamente in altre lingue. Contattare il nostro servizio clienti al numero 1-844-243-5131 o 711 durante 8:00 A.M. to 7:00 P.M. da lunedì a venerdì.</i></p> <p><i>Se non parla inglese, si rivolga al numero 1-844-243-5131. Abbiamo a disposizione servizi di interpretariato; pertanto, se ha domande, possiamo fornirle risposte nella sua lingua. Possiamo inoltre aiutarla a trovare un assistente sanitario in grado di comunicare con lei nella sua lingua.</i></p>
<i>Russian</i>	<p><i>Эта информация доступна бесплатно на других языках. Пожалуйста, свяжитесь с нами по номеру обслуживания клиентов 1-844-243-5131 или 711 в течение 8:00 A.M. to 7:00 P.M. с понедельника до пятницы</i></p> <p><i>Если вы не разговариваете по-английски, позвоните нам по 1-844-243-5131. Мы имеем доступ к услугам переводчика и можем ответить на ваши вопросы на вашем языке. Мы также можем помочь вам найти поставщика медицинских услуг, который сможет общаться с вами на вашем языке.</i></p>
<i>Spanish</i>	<p><i>Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro servicio al cliente a través del 1-844-243-5131 o por 711 durante el 8:00 A.M. to 7:00 P.M. de lunes a viernes.</i></p> <p><i>Si no habla inglés, llámenos al 1-844-243-5131. Contamos con servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma. También podemos ayudarlo a encontrar un proveedor de atención médica que pueda comunicarse con usted en su idioma.</i></p>

Non-Discrimination Notice

Vivida Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Vivida Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Vivida Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Please refer to the enclosed Member Rights and Privacy Statement for more information



If you need these services, contact Member Services at 1-844-243-5131.

If you believe that Vivida Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by our calling the Vivida Health Compliance Line:

Call 1-888-695-1476 or visit www.mycompliancereport.com and enter code VHP

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TTY)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Translation Services

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-243-5131 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-243-5131 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-243-5131 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-243-5131 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-243-5131 (TTY: 711)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-243-5131 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-243-5131 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-243-5131 (телетайп:711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-243-5131

Please refer to the enclosed Member Rights and Privacy Statement for more information



(رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-243-5131 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-243-5131 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-243-5131 (TTY: 711). 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-243-5131 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-243-5131 (TTY: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-243-5131 (TTY: 711).