

<<IPA LOGO>>

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

<<Date>>  
<<Member ID>>

<<Member Name>>,

We hope this letter finds you well. We are writing to let you know about a change to your primary care doctor, Dr. «OldPCPName», and their plan to relocate their office.

Dr. «OldPCPName» will not be relocating after all and will continue to see you at the same location. Listed below are Dr. «OldPCPName»'s office location and hospital where you can continue to go to for care.

Listed below are Dr. «OldPCPName»'s office location and hospital where you can continue to go to for care.

«OldPCPName»  
«OldPCPAddress»  
«OldPCPCity»

«NewHospital»  
«OldHospAddr»

You can always change your primary care doctor if you wish. As an IEHP DualChoice (HMO D-SNP) member, you have many doctors to choose from in your IEHP DualChoice provider directory. If you want to choose another doctor or if you have questions, please call **1-877-273-IEHP (4347)**, 8am-8pm (PST), 7 days a week, including holidays. TTY users should call **1-800-718-4347**.

Please rest assured that all your 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.*