

Letter to Employees Enrolled in the Partnership Plan

Dear Centivo Partnership Plan Member,

We are pleased to inform you that you have successfully enrolled in the Partnership Plan offered by Centivo. As part of LNK's commitment to providing comprehensive healthcare coverage, we want to ensure you understand the next steps and important details regarding your plan.

First, it is essential that you activate your plan by selecting a primary care doctor. Studies have shown that those with a primary care doctor experience better health outcomes and lower overall costs. Therefore, your plan requires you to choose a primary care doctor for yourself and any dependents on your plan, including children.

If you are the primary member, you can activate for all your dependents, or they can activate on their own if they are 18 or older. You can choose any primary care doctor within the Centivo Network, including pediatricians for your children. Additionally, for members 18 and older, Centivo Virtual Primary Care is an option if offered by your plan, or you may select a doctor from an onsite clinic if available.

If you were previously enrolled in the Centivo plan and activated last year, you do not need to activate again. However, if you do not activate, your care may cost more or might not be covered. If you do not select a designated primary care doctor within 30 days, you will be assigned one by Centivo. If this applies to you, you will receive a notification, and remember, you can change your designated provider at any time.

For those already seeing a doctor within the network who is marked as "not accepting new patients," please contact Centivo Member Care for assistance.

Please note, referrals are required for specialist visits. When you need specialist care, always see your primary care doctor first. They will submit the referral on your behalf, and it will be automatically approved. This process ensures that you receive the right care at the right time and is not intended as a barrier to care.

Once your referral is visible in the Centivo app, you can schedule your specialist appointment.

There are a few specialties that do not require a referral, including:

- Urgent or emergency care
- OB/GYN
- Mental healthcare
- Chiropractic care
- Lab work
- Physical, occupational, or speech therapy
- Alternative medicine covered by your plan

We are excited about the benefits and services the Partnership Plan offers and are confident it will contribute positively to your well-being. Should you have any questions or need further assistance, please do not hesitate to reach out.