



What happens after someone signs up with Devoted Health?

We want joining Devoted to be easy for new members. So here's how we make sure they know what to expect and feel confident that we've got them covered.

Days after application is submitted	Onboarding touch point
1 – 3 days	<p>Text message: Enrollment confirmation and digital ID card</p> <p>All members who included their mobile number in their application get a text message after their enrollment is approved. The text includes:</p> <ul style="list-style-type: none">• A link to their digital ID card (and their Devoted Health ID number)• Their PCP's name and phone number (for HMO or HMO-POS plan members)
4 – 7 days	<p>Mail: Outbound Enrollment Verification (OEV) and Combo Letter</p> <p>These letters confirm their enrollment in the plan and let them know where to find critical plan details.</p> <p>Text message: Continuity of Care</p> <p>This message asks members if they have continuing care needs, like durable medical equipment or upcoming surgeries.</p> <p>Text message: Food and Home Attestation SMS</p> <p>For members on non-SNP plans with the Food and Home benefit, we reach out early to help members confirm that they have a qualifying condition so they don't run into any delays getting their card and using the benefit.</p>
10 – 14 days	<p>Text message: Welcome Kit Shipping Confirmation</p> <p>This message lets members know their Welcome Kit and ID card are on the way — plus, we include a contact card to make it easy to save our contact information to their phone.</p>
14 – 21 days	<p>Text Message: Health Connections Checklist</p> <p>A link to where they can fill out a short checklist and do things like set preferences, update contact information, and let us know what's important to them.</p>

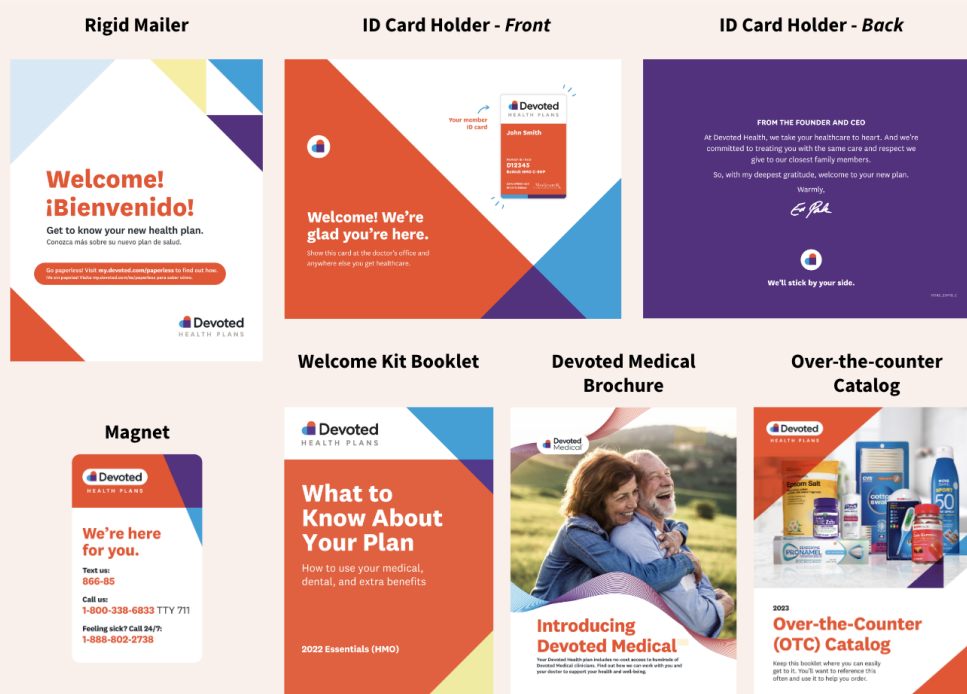
14 – 21 days (continued)

Mail: Welcome Kit

Our 2024 Welcome Kits begin shipping out the first week of November, then are sent regularly after that. The Welcome Kit includes:

- A colorful branded rigid mailer package to make sure it stands out
- Member ID Card
- “What To Know About Your Plan” booklet with information about their plan, how to use their extra benefits, and more
- Brochure introducing members to Devoted Medical
- Magnet with Guide phone and text number, plus our Devoted Medical Care OnDemand line
- Over-the-Counter (OTC) catalog, for members of plans with an OTC benefit

Here's what the Welcome Kit looks like:



Mail: Forms Mailer

About a week after getting the Welcome Kit, members receive a Forms Mailer with all of the important forms that we'd like to have on file for them starting Day 1.

- A PHI form, for members to add a loved one to their profile
- A Continuity of Care flier that encourages members with transition needs to call our Guide team
- Devoted Medical Consent to Treat form
- Links to our member portal for those who prefer to fill out forms digitally

After this initial period, we continue to reach out and anticipate key member needs or possible friction points — helping to ensure a smooth transition. Here are just a few examples:

- We aim to **call 100% of members with transition needs** to discuss their care needs, make a plan to transition any medical equipment or upcoming care they might have, and ensure each member feels the Devoted Health love. (We encourage members who have transition needs to call us, too.)
- Our specialized **Community Guide team** goes above and beyond to help members in need connect with benefit programs and community resources that provide healthy food, affordable housing, and much more.
- Our **Devoted Medical** teams reach out to members as needed to offer no-cost services that supplement the care they get from their primary care providers (PCPs) and other doctors, like:
 - An in-depth Devoted to Me™ visit where we get to know members and their health needs, make sure they're getting all their plan's benefits and savings, and check that they have everything they need to live well.
 - Regular check-ins in the first month after coming home from a hospital stay
 - Specialty clinics that offer extra support for members managing chronic health conditions like diabetes or high blood pressure
 - Medication consults for members taking multiple prescription drugs or managing multiple chronic health conditions

How can members contact our Guide team?

Our members can call or text us. We're here to help!

- October to March: Guides are here 8am to 8pm, 7 days a week
- April to September: Guides are here 8am to 8pm, Monday to Friday

Call us at 1-800-338-6833 (TTY 711).

- All our member-facing customer service is located in the United States.
- The service team, called Guides, answers more than 80% of calls in 30 seconds or less.
- We don't reward our Guides for having shorter "handle times" on calls — so they actually take the time to solve members' problems. 91% of members' issues are resolved the same day.

Text us at 866-85.

Our Digital Guides are real people with the same training as the Guides who answer the phone, and they reply to every text message (in English and Spanish).

We can handle many common questions or requests entirely by text — including questions like these:

- Can you help me find a dentist?
- How do I use my OTC benefit?
- Can you switch my PCP please?
- How does my dental plan work?
- What are Wellness Bucks?
- Can you send me a list of doctors in my area?
- Can you help me find a Silver Sneakers gym?
- How can I fill out a reimbursement online?
- Where can I shop with my Food & Home card?

If a member’s question requires a more detailed answer by phone, our Guides will let them know.

Our member materials include handy “keywords” that members can text to 866-85:

PAYMEBACK or REEMBOLSO Get a link to the reimbursement form in the member portal

OTC2024 Get a link to the OTC Catalog or to request a copy in the mail (for members with an OTC benefit)

DENTALCODES or CODIGOSDENTALES Get a link to all of the dental code information — or request a copy of it in the mail (for members with Delta Dental or Liberty Dental coverage)

SAFETY or SEGURIDAD Sign up for a medical alert device (PERS)

SHARE or COMPARTIR Get a link to the digital Protected Health Information (PHI) Form, which you can use to give Devoted permission to speak with a loved one about your care

FOODCARD or ALIMENTOS Get a link to our member portal to check if you qualify for this benefit (for members with the Food and Home card benefit)

SNEAKERS Request your Silver Sneakers ID number

We have a flier about our Digital Guide program that you can use when speaking with members or prospects — go to our [marketing portal](#) and search “Guide” in the search bar.