

## Continuity of Care: for members undergoing eligible medical treatment while enrolling in a Generations Advantage plan

Dear Martin's Point Generations Advantage member,

We are pleased to have you with us! In the event you are currently receiving important medical treatments, and to help avoid any disruptions in your care, we want you to know about the Continuity of Care program.

### Quick facts about Continuity of Care:

- 1. What is Continuity of Care?** Effective 1/1/2024, if you are a new or returning Martin's Point Generations Advantage member, you may be entitled to a 90-day Continuity of Care period. This is to ensure your ongoing care remains uninterrupted during your health plan switch.
- 2. Who can benefit?** Continuity of Care is available to all new/returning Generations Advantage members who are currently undergoing an eligible "active course of treatment."

This typically would apply to a member who is actively seeing a provider and following the prescribed or ordered course of treatment as outlined by the provider for a particular medical condition.

- **Eligible Treatments:** Treatments that qualify for Continuity of Care include, but are not limited to, ongoing cancer therapies such as chemotherapy, post-surgery care, and acute conditions in active treatment such as heart attacks, strokes, or unstable chronic conditions. These are treatments that typically require a prior authorization. For example, if you have started care and received a prior authorization under your former health plan for one of the treatments listed above, you would not need a new authorization for the first 90 days of eligibility for Continuity of Care.

- 3. Next steps?** If this sounds like your situation, please complete the enclosed form and send it back to us as soon as possible. This lets us help you maintain your treatment seamlessly as you transition to your new health plan.

If you have any questions about this program or need assistance, don't hesitate to contact us at 1-877-659-2403. We're here to help!

Warm regards,

Health Management Department